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Service Commission

Lockheed Martin Global Telecommunications Services, Inc.

TOLL SERVICES RESELLER TARIFF

Rules and regulations applicable for furnishing to Business Customers of Resold Intrastate Interexchange Services by Lockheed Martin Global Telecommunications Services, Inc. between one or more points in the State of Missouri as authorized by the Public Service Commission. This tariff is on file with the Public Service Commission and may be inspected during regular business hours. Copies also may be inspected during regular business hours at Lockheed Martin Global Telecommunications Services, Inc.'s principal place of business, 6560 Rock Spring Drive, Bethesda, MD 20817.

Missouri Public

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Robert A. Mansbach, Asst. General Counsel Lockheed Martin Global Telecommunications Services In2 8 2002 6560 Rock Spring Drive Bethesda, MD 20817

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LIST OF WAIVERS

Service Commission

Lockheed Martin Global Telecommunications Services, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

STATUTES

	Uniform System of Accounts
-+	Setting of Rates
	Valuation of Property (Ratemaking)
	Depreciation Accounts
	Issuance of Stocks and Bonds
	Acquisition of Stock
	Stock and Debt Issuance
	Stock Dividend Payment
	Issuance of Securities, Debts and Notes
	Reorganization(s)

RULES

Mo. Code Regs. Ann. tit. 4 § 240-10.020 Mo. Code Regs. Ann. tit. 4 § 240-30.010(2)(C) Mo. Code Regs. Ann. tit. 4 § 240-30.040 Mo. Code Regs. Ann. tit. 4 § 240-33.030

MO. CODE REGS. ANN. tit. 4 § 240-35

 Income on Depreciation Fund
Investments
 Posting of Exchange Rates at
Central Operating Offices
 Uniform System of Accounts
 Informing Customers of Lowest Priced
Services
 Reporting of Bypass and
Customer-Specific Arrangements

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

SYMBOLS

- (R) To signify a reduction in rate.
- (I) To signify an increase in rate
- (C) To signify a changed regulation
- (T) To signify a change in text but no change in rate or regulation
- (S) To signify reissued matter
- (N) To signify a new rate or regulation
- (D) To signify a discontinued rate or regulation

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TARIFF FORMAT

- A. <u>Page Numbering</u> Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages occasionally are added to the tariff. When a new page is added between pages already in effect, a decimal is added to the page number. For example, a new page added between pages 14 and 15 would be 14.1.
- B. <u>Page Revision Numbers</u> Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in its tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect.
- C. <u>Paragraph Numbering Sequence</u> There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2. 2.1. 2.1.1. 2.1.1.1. 2.1.1.1.A. 2.1.1.1.A.(a). 2.1.1.1.A.(a).I. 2.1.1.1.A.(a).I.(i). 2.1.1.1.A.(a).I.(i).(1).

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SECTION 1. DEFINITIONS

Service Commission

<u>Authorized User</u> – Any person, firm, corporation or other entity accessing or utilizing the services furnished by the Company to the Customer.

<u>Billed Party</u> – The person or entity responsible for payment of the Company's service. The Billed Party is the Customer associated with the Telephone Number used to place the call, with the following exceptions:

(a) in the case of a calling card or credit card call, the Billed Party is the holder of the calling card or credit card used by the User; and

(b) in the case of a collect or third party call, the Billed Party is the person responsible for the local telephone service at the telephone number that agrees to accept charges for the call.

<u>Call</u> – A completed connection between the calling and the called station.

<u>Calling Station</u> – The telephone number from which a call originates.

<u>Called Station</u> – The telephone number called.

<u>Commission</u> – Missouri Public Service Commission ("MoPSC").

Company - Lockheed Martin Global Telecommunications Services, Inc.

<u>Corporate Plan</u> – customers receiving telecommunications and related services from the Company prior to May 1, 2001.

<u>Customer</u> – A person, firm, corporation, partnership or other business entity, including affiliates or divisions of the Customer, responsible for payment of charges to the Company and compliance with all terms and conditions of this tariff.

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SECTION 1. DEFINITIONS (Cont'd)

Day – The period of time from 7:00 a.m. until (but not including) 7:00 p.m., Monday through Friday, as measured by local time at the location from which the call is originated.

Service Commission

<u>Evening</u> – The period of time from 7:00 p.m. until (but not including) 11:00 p.m., Sunday through Friday and any time during a Holiday, as measured by local time at the location from which the call is originated.

Holiday – New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

<u>Minimum Call Volume ("MCV"</u>) – Base call revenue per contract period guaranteed by Business Customers placing Service Orders. Where applicable, Customers agree to meet the MCV or pay the difference to the Company. This MCV may be satisfied by Customer's purchase of any combination of the Company's intrastate, interstate and/or international services.

<u>Night/Weekend ("N/Wkd")</u> – The period of time from 11:00 p.m. until (but not including) 7:00 a.m., Monday through Friday, any time on Saturday and all day Sunday, except 7:00 p.m. until (but not including) 11:00 p.m., as measured by local time at the location from which the call is originated.

<u>Off-Peak Period</u> – Except as otherwise agreed between Company and Customer, the hours from 7:00 pm until but not including 7:00 am.

<u>Peak Period</u> - Except as otherwise agreed between Company and Customer, the hours from 7:00 am until but not including 7:00 pm.

<u>Service Order</u> – The written request for network services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the service commencement date.

User - Customer or any Authorized User.

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Effective: January Robert A. Mansbach, Asst. General Counsel Lockheed Martin Global Telecommunications Seryldes, 2002 6560 Rock Spring Drive Bethesda, MD 20817

MO PSC Tariff No. 1 Mission: Public

SECTION 2. TERMS AND CONDITIONS

2.1 Application of Tariff

Service Commission

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- 2.1.1 This tariff contains the regulations and rates applicable to resold intrastate long distance services provided by the Company to Business Customers throughout the State of Missouri. Services are provided pursuant to the general terms and conditions of this tariff, except as otherwise negotiated between a Customer and the Company. Additionally, services are furnished subject to the availability of facilities and the terms and conditions of this tariff.
- 2.1.2 The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other Common Carrier for use in accessing the services of the Company.

2.2 Severability

In the event that any one or more of the provisions contained in this Tariff shall for any reason be held to be invalid, illegal or unenforceable in any respect under the laws of the jurisdiction governing the entire Tariff, such invalidity, illegality or unenforceability shall not affect any other provision of this Tariff, and this Tariff shall be construed as if such invalid, illegal or unenforceable provision or provisions had never been contained herein.

2.3. Shortage of Equipment or Facilities

- 2.3.1 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.3.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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Robert A. Mansbach, Asst. General Counsel Lockheed Martin Global Telecommunications Service**31** Counce 6560 Rock Spring Drive Bethesda, MD 20817

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.4 Use and Availability of Service

Service Commission

- 2.4.1Service shall not be used for any unlawful purpose, nor used in such a manner as to interfere unreasonably with the use of service by any other Users.
- 2.4.2 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.4.3 The Company does not transmit messages pursuant to this tariff, but its services may be used for that purpose.
- 2.4.4 The Company's services may be denied for nonpayment of charges or for other violations of the terms and conditions set forth in this tariff.
- 2.4.5 The Company reserves the right to refuse service to individuals under the age of 18 and may require proof of age prior to initiating service.
- 2.4.6 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another is prohibited.
- 2.4.7 Service temporarily may be refused or limited because of system capacity limitations, and is subject to transmission limitations caused by natural (including atmospheric, geographic or topographic) or artificial conditions adversely affecting transmission.
- 2.4.8 Service to any or all Customers may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and similar activities necessary for proper or improved operations.
- 2.4.9 Customers may be required to enter into written Service Orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in the tariff. Customers also will be required to execute any other documents as may be reasonably requested by the Company.
- 2.4.10 Except as otherwise agreed between the Company and Customer, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days' written or oral notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination. survive such termination.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.5 Liability of the Company

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- 2.5.1 Because the Company has no control of communications content transmitted over its system, and because of the possibility of errors incident to the provision and use of its service, service furnished by the Company is subject to the terms, conditions and limitations herein specified.
- 2.5.2 The Company shall not be liable for any delay or failure of performance or equipment as a result of causes beyond its control, including but not limited to: (a) delays caused by the other party or (b) acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, court or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; strikes, lockouts, work stoppages, or other labor difficulties; and (c) third party nonperformance (including the failure of performance for reasons beyond the control of common carriers, interexchange carriers, local exchange carriers, suppliers and subcontractors), or other cause beyond its reasonable control, including failures or fluctuations in electrical equipment, and such nonperformance shall not be deemed a violation of this Tariff or of the application for service or grounds for termination of service. Both parties retain all rights of recourse against any third parties for any failures which may create a force majeure condition for the other party.
- 2.5.3 The Company shall not be liable for (a) any act or omission of any entity furnishing to the Company or to the Company's Customer's facilities or equipment used for interconnection with Network Services; or (b) for the acts or omissions of common carriers or warehousemen even if the Company has acted as the Customer's agent in arranging such facilities or services. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company without written authorization.
- 2.5.4 The Company shall not be liable for any damages or losses resulting from or caused by (a) the act, omission, fault or negligence of the Customer; (b) the failure or malfunction of Customer-provided equipment or facilities; or (c) claims against the Customer by any other party.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.5Liability of the Company (Cont'd)

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- Service Commission 2.5.5 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited, unless otherwise ordered by the Commission, to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.5.6 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.5.6 as a condition precedent to such installations.
- 2.5.7 The Company is not liable for any damages, including toll usage charges, the Customer may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the Customer's facilities includes, but is not limited to, the placement of calls from the Customer's premises, and the placement of calls through Customer-provided equipment that are transmitted or carried on the Company network. Company may work with Customers to recommend possible solutions to reduce unauthorized use of their facilities. However, Company does not warrant or guarantee that its recommendations will prevent all unauthorized use, and the Customer is responsible for controlling access to, and use of, its own telephone facilities.
- The Company shall not be liable for and the Customer shall indemnify and hold the 2.5.8 Company harmless against any claims for loss or damages involving
 - (a) Protection of the Customer's transmission facilities or equipment from unauthorized access, or for any unauthorized access to or alteration, theft or destruction of Customer's data files, programs, procedure or information through accident, fraudulent means or Missouri Public devices or any other method;

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SECTION 2. <u>TERMS AND CONDITIONS</u> (Cont'd)

REC'D DEC 1 4 2001

- 2.5 Liability of the Company (Cont'd)
 - (b) Changes in any of the facilities, operations of procedures of the Company that: (1) render any equipment, facilities or services provided or utilized by the User obsolete; (2) require modification or alteration of such equipment, facilities or services; or (3) otherwise affect use or performance of such equipment, facilities or services except where reasonable notice is required by the Company and is not provided to the Customer.
 - (c) Defacement of or damage to the Customer's Premises or personal property resulting from the furnishing of services or equipment on such Premises or the installation or removal thereof, when such defacement or damage is not the result of Company's negligence. The Customer will indemnify and hold harmless Company from any claims of the owner of the Customer's premises or other third party claims for such damages.
 - (d) Any wrongful act of a Company employee where such act is not authorized by the Company and is not within the scope of the employee's responsibilities for the Company;
 - (e) Any noncompleted Calls due to network busy conditions; and
 - (f) Any Calls not actually attempted to be completed during any period that service is unavailable.
 - (g) Libel, slander or infringement of copyright arising directly or indirectly from the material transmitted over facilities provided by the Company;
 - (h) Infringements of patents arising from combining apparatus and systems of the Customer with facilities provided by the Company;
 - Any act or omission in connection with provision of 911, E911, or similar services;
 - (j) Any representations made by a Company employee that do not comport with or that are inconsistent with the provisions of this Tariff.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.5 <u>Liability of the Company</u> (Cont'd)

Service Commission

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- 2.5.9 The Customer shall reimburse the Company for all costs, expenses and fees incurred by the Company in its defense against claims set forth in Section 2.5.8.
- 2.5.10 The Company is not liable to Customers for interruptions in service except as set forth in Section 2.14 of this tariff.
- 2.5.11 The Company shall be indemnified, defended, and held harmless by the Customer against any claim, loss or damage arising directly or indirectly from use of services, involving but not limited to claims for libel, slander, invasion of privacy, or infringement of copyright, arising from either the Customer's own communications or from any content or other use of the services provided to Customer, whether authorized by the Customer or not, including infringement of patents arising from combining apparatus and systems of the Customer or a third party with facilities provided by the Company.
- 2.5.12 Unless ordered otherwise by the Commission, the entire liability for any claim, loss, damage or expense arising out of mistakes, omissions, interruptions, delays, errors or defects in the service, the transmission of the service, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service, from any cause whatsoever shall in no event exceed sums actually paid to Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the event(s) giving rise to the claim. Except in instances of gross negligence or willful misconduct of the Company's agents or employees, the Company shall not be liable for any direct, indirect, consequential, special, actual or punitive damages, or for any lost profits of any kind or nature whatsoever arising out of any defects or any other cause, including loss of profits or revenues suffered by a Customer as a result of interrupted or unsatisfactory service, even if the Company has been advised of the possibility of such damages.
- 2.5.13 The Company shall not be liable for injury to property or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.5 Liability of the Company (Cont'd)

Service Commission

2.5.14 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN. The Company does not authorize anyone to make a warranty of any kind on its behalf and the Customer should not rely on any such statements.

2.6 Notification of Service-Affecting Activities

2.6.1 The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the customer may not be possible.

2.7 **Ownership of Facilities**

2.7.1 Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.8 **Prohibited Uses**

- 2.8.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.8.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.8.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

2.9 **Obligations of the Customer**

- 2.9.1 The Customer shall be responsible for:
 - (a) placing any necessary orders, complying with tariff regulations and assuring that Users comply with tariff regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements of any governmental entity relating to services provided by the Company to the Customer or made available by the Customer to another User. The Customer also is responsible for the payment of charges for all Calls originated at the Customer's numbers which are not collect, third party, calling card, or credit card calls.
 - taking all necessary legal steps for interconnecting Customer-provided (b) terminal equipment or communications systems with Company's facilities or services. Customer shall ensure that the equipment and/or system is properly interfaced with Company's facilities or services; that the signals emitted into Company-provided network facilities are of the mode, bandwidth, power, signal level or other technical parameters for the intended use of the Customer and in compliance with the criteria set forth in this Tariff, and that the signals do not damage equipment, injure personnel or degrade service to other Customers. If Customer fails to maintain the equipment and/or system properly, with resulting imminent harm to Company's personnel or quality of service to other Customers, Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, Company may, upon written notice, terminate the Custometric service.

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Robert A. Mansbach, Asst. General Counsel Lockheed Martin Global Telecommunications Ser**Hilles**, **2n8 2002** 6560 Rock Spring Drive Bethesda, MD 20817

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

REC'D DEC 14 2001

- 2.9 **Obligations of the Customer** (Cont'd)
 - (c) payment of all charges incurred to the Calling Station regardless of which party terminates the service. The Customer shall reimburse the Company for all costs, expenses and fees incurred by the Company in collecting such charges.
 - (d) charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
 - (e) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the Customer's officers, employees, agents or contractors, or the noncompliance by the Customer with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the gross negligence or willful misconduct of the employees or agents of the Company;
 - (f) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer Premises, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
 - (g) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.9.1(d). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer;
 - (h) arranging access to its Premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
 - (i) not creating or allowing any liens or other encumbrances to be placed on the Company's equipment or facilities. FILED JUL 282002

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

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2.9 Obligations of the Customer (Cont'd.)

- Service Commission
- 2.9.2 The Customer agrees, except where the events, incidents or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify and hold harmless the Company against any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss of or damage to any property, whether owned by the Customer or others. The Customer shall reimburse the Company for all costs, expenses and fees incurred by the Company in its defense against such actions.

2.10 <u>Claims</u>

- 2.10.1 With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses related to, arising from or for:
 - (a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees;
 - (b) any claim, loss, damage; expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company;
 - (c) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior patter construction or installation work; or

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

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2.10 Claims (Cont'd)

Service Commission

(d) complying with all laws and regulations applicable to, and obtaining all consents, approvals; licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under section 2.9.1(e); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.

2.11 Customer Equipment and Channels

- 2.11.1 A Customer may transmit or receive information or signals via the facilities of the Company.
- 2.11.2 Customer terminal equipment on the Customer Premises, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer.
- 2.11.3 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- 2.11.4 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Network Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- 2.11.5 Network Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.12 **Payment Arrangements**

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Service Commission The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer. All surcharges of fees subject to MoPSC jurisdiction, other than taxes and jurisdictional franchise fees will be submitted to the MoPSC for prior approval.

2.12.1 Taxes

The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on the Company's net income) imposed on or based upon the provision, sale or use of Network Services.

2.12.2 **Billing and Collection of Charges**

Except as otherwise negotiated between the Company and a Customer, the following terms and conditions shall apply:

- 2.12.2.1 Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- 2.12.2.2 The Customer is responsible for payment of all charges incurred by the Customer or by other users, with or without appropriate authorization from the Customer, for services and facilities furnished to the Customer by the Company. The Customer shall not be excused from paying the Company for such services on the basis that the use of the service was unauthorized.
- 2.12.2.3 The Company shall present invoices for Recurring Charges and Usage Charges monthly to the Customer, and these charges shall be due and payable within 30 days after the invoice is mailed.
- 2.12.2.4When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.12 **Payment Arrangements (Cont'd)**

2.12.2 <u>Billing and Collection of Charges</u> (Cont'd)

- 2.12.2.5 Billing of the Customer by the Company will begin on the service commencement date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the service commencement date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- 2.12.2.6 If any portion of the payment due for undisputed charges is not received by the Company on or before the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then the Customer's account shall be delinquent, and a late payment penalty shall be due to the Company. The due date shall be no earlier than thirty (30) days after the Company's invoice is mailed. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor. The late factor shall be the lesser of (a) 1.5% of the total monthly bill; or (b) the highest interest rate which may be applied under applicable state law for commercial transactions.
- 2.12.2.7 Cancellation of Service: The recurring monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days in which service has been provided, with the non-used portion being refunded to the customer.

2.12.3 Deposits & Advanced Payments

The Company will not require deposits or advanced payments from Customers at this time.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.12 **Payment Arrangements (Cont'd)**

2.12.4 Discontinuance of Service

The Company may discontinue service or cancel an application for service, with ten days' written notice and without incurring any liability, for any of the following reasons:

2.12.4.1	Failure of the Customer to pay a non-disputed delinquent account;
2.12.4.2	Failure of the Customer to make satisfactory arrangements to pay arrearages or meet the requirements of a payment agreement;
2.12.4.3	Failure of the Customer to permit the Company to have reasonable access to its equipment, facilities, service connections or other property;
2.12.4.4	Failure of the Customer to provide the Company with adequate assurances that an unauthorized use or practice will cease;
2.12.4.5	Customer violation of any regulation governing the service under this tariff, or a violation of any law, rule, or regulation of any government authority having jurisdiction over the service;
2.12.4.6	Customer fraud or material misrepresentation of identity for purpose of obtaining telephone service;
2.12.4.7	Failure of the Customer to adhere to contractual obligations with the Company (except where immediate termination warranted as described in Section 2.12.4.14); or
2.12.4.8	Where the Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.12Payment Arrangements (Cont'd)

2.12.4 Discontinuance of Service (Cont'd)

The Company may terminate service without notice to the Customer for any of the following occurrences:

2.12.4.9	Customer's maintenance or operation of its equipment in such a manner as to adversely affect the Company's equipment or service to others;
2.12.4.10	Customer non-compliance with any provision of this tariff which results in threatening the safety of a person or the integrity of the service delivery system of the Company;
2.12.4.11	The existence of a condition on the Customer's premises determined by the Company to be hazardous;
2.12.4.12	Customer tampering with the Company's equipment or service;
2.12.4.13	Customer's unauthorized or illegal use of the Company's service or equipment.
2.12.4.14	Issuance of any order by an administrative agency, court or governmental entity having appropriate jurisdiction to terminate service immediately.

Notwithstanding any other provisions within this Section, pursuant to the issuance of an order to terminate service by any administrative agency, court or other governmental entity having appropriate jurisdiction, the Company may terminate service to the designated Customer(s), consistent with the terms and conditions of the order, specifically including those which either require notice to affected Customer(s) or require that service be terminated without such notice.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

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2.12.5 Cancellation of Application for Service

Applications for service may be cancelled, prior to commencement of services, subject to the following conditions:

- 2.12.5.1 Where, prior to receiving notice of cancellation, the Company incurs any expense installing or preparing to install the service or in connection with special construction, or where special arrangements of facilities or equipment have begun, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- 2.12.5.2 In no case shall the charges exceed the sum of (a) the charge for the minimum period of service ordered, including installation charges, and (b) all charges levied by other parties against the Company that would have been chargeable to the Customer had service begun.

2.12.6 Cancellation of Service Order

Service Orders upon which delivery has commenced may not be cancelled except as specified in the applicable Service Order and subject to the cancellation payment identified for the contracted minimum call volume.

2.12.7 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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2.13**Disputed Charges**

SECTION 2.

Service Commission

2.13.1 All bills are presumed accurate, and shall be binding on the Customer unless objection is received by the Company within thirty days. A disputed charge may be brought to the Company's attention by verbal or written notification. All charges remain due and payable at the due date, although the Customer is not required to pay any disputed charges during the time period in which the Company conducts its investigation into the charges. The undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection.

> In the event that a billing dispute between the Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Customer may take the following course of action:

- 2.13.1.1The Customer may request, and the Company will provide, an indepth review of the disputed amount. During the period that the disputed amount is under investigation, the Company shall not pursue any collection proceedings or assess late fees with regard to the disputed amount.
- 2.13.1.2 If the Company cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Suite 100, Jefferson City, Missouri 65101, toll-free at 1-800-392-4211 to file an informal complaint.
- 2.13.1.3 If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Publicd Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.
- 2.13.1.4Also the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Jefferson City, Missouri 65102. The Public Counsel's telephone number is 1-573-751-4857.
- 2.13.2 Billing inquiries may be directed to the Company toll free at (800) 435-7063.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

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2.14 Allowances for Interruptions in Service

Service Commission

2.14.1 Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.14.2. for the part of the service that the interruption affects.

2.14.2 Credit for Interruptions

- 2.14.2.1 A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted. No credit allowance will be made for a service facility or circuit considered by the Company to be impaired.
- 2.14.2.2 For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rate, specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- 2.14.2.3 At the Customer's request, a credit allowance for a continuous interruption of service for more than twenty-four (24) hours will be made in an amount to be determined by the Company on a case-by-case basis.
- 2.14.2.4 In the event the User is affected by such interruption for a period of less than twenty-four (24) hours, no adjustments will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.

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SECTION 2. <u>TERMS AND CONDITIONS</u> (Cont'd)

2.14 <u>Allowances for Interruptions in Service</u> (Cont'd)

2.14.3 Limitations on Allowances

No credit allowance will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- (b) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- (c) interruptions due to the failure of power, equipment, systems or services not provided by the Company;
- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- (g) interruption of service due to circumstances or causes beyond the control of Company.
- (h) interruptions that occur or continue to occur due to the Customer's failure to authorize replacement of any element of special construction; and
- (i) interruptions that were not reported to the Company within thirty (30) days of the date that service was affected.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.15 Transfers and Assignments

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Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may, after receiving any required approvals from the Public Service Commission, assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

2.16 Notices and Communications

- 2.16.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.16.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.16.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.16.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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SECTION 2. TERMS AND CONDITIONS (Cont'd)

2.17**Temporary Promotional Programs**

Service Commission From time to time, the Company may elect to offer special promotions to its customers.

These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

Any promotional waiver or discounted rate will apply only one time per customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. If facilities permit, all residence and/or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.

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SECTION 3. EXPLANATION OF RATES

The regulations set forth in this section explain how to apply the rate table associated with the various services offerings described in Section 4. Service Commission

3.1 **Timing of Calls**

Billing for calls placed over the Company's underlying carrier's network is based 3.1.1on the duration of the call. Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answers, including answer supervision hardware by which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Timing ends when either party hangs up.

3.2 **Computation of Charges**

3.2.1 Calls will be billed in increments consisting of an initial period followed by additional periods (which may be of the same duration as or different duration than the initial period) as specified within the applicable service description set forth in Section 4 below.

3.3 Credit for Incomplete Calls and Wrong Numbers

3.3.1 The Company will not knowingly charge for incomplete calls or wrong numbers. Upon the Customer's request and proper verification, the Company shall promptly adjust and credit the Customer's account for charges or payment for any such calls.

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SECTION 4. DESCRIPTIONS OF SERVICES

The following services are provided to Business Customers subject to a Millimum Call Volume as described within this tariff and specified in Section 5.

4.1 **1+Long Distance**

1+ Long Distance Service is a dedicated or switched long distance message telecommunications service provided between points located within the State. Except as otherwise stated, dedicated 1+ Long Distance calls are billed in initial 18-second increments and additional increments of 6 seconds and switched 1+ Long Distance calls are billed in initial 18-second increments and additional increments of 6 seconds.

4.2 **Toll Free Service**

Toll Free Service is a telecommunications service which allows a caller to place calls to a Customer at no cost to the calling party by dialing a telephone number that is assigned to a Customer Premises and that employs a toll-free area code. Except as otherwise stated, toll free service is billed in initial 18-second increments and additional increments of 6-seconds.

Special Calling Plans 4.3

These calling plans are offered in addition to the services generally made available by the Company. Customers contracting for these plans are eligible for discounted pricing based upon specific revenue or term commitments.

4.3.1 Calling Plan A

This rate plan is available to customers contracting to purchase services with a minimum total revenue commitment of \$75,000,000.

4.4 Intrastate Calling Card Service

The Company will provide its Customers with calling cards for the purpose of enabling the customer to access the Company's long distance services from locations other than the Customer's premises.

4.5 **Directory Assistance and Operator Services**

The Company does not itself provide Directory Assistance or Operator Services; however these services will be available to customers as a pass-through from third-party providers.

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SECTION 5. RATE SCHEDULES

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All services are available only to customers purchasing a Minimum Call Volume of \$60,000/year. This MCV may be met as described in Section 1 of this Tariff. Missouri Public

5.1 1+ Long Distance Rates

IntraLATA 1+

Service Commission OFF-OFF ON-ON **OFF-ON** Peak Off-Peak Off-Peak Off-Peak Peak Peak Initial Addtl. Initial Addtl. Initial Addtl. Initial Addtl. Initial Addtl. Initial Addtl. 18 sec. 6 sec. 0.0171 0.0057 0.1204 0.0401 0.0116 0.0285 0.0349 0.0095 0.0574 0.0191 0.0488 0.0163

InterLATA 1+

ON-ON				OFF-ON			OFF-OFF				
Peak	Peak Off-Peak		Peak	ak Off-Peak			Peak Off-Peak			ak	
Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	Initial	Addtl.
18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.
0.0171	0.0057	0.1204	0.0401	0.0349	0.0116	0.0285	0.0095	0.0574	0.0191	0.0488	0.0163

5.2 Toll Free Long Distance Rates

IntraLATA Toll-Free

	OFF	-ON		OFF-OFF				
Peak	k Off-Peak			Peak Off-Peak			ak	
Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	
18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	
0.0302	0.0101	0.0302	0.0101	0.0622	0.0207	0.0622	0.0207	

InterLATA Toll-Free

OFF-ON				OFF-OFF				
Peak	Off-Peak			Peak Off-Peak			ak	
Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	Initial	Addtl.	
18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	18 sec.	6 sec.	
0.0302	0.0101	0.0302	0.0101	0.0622	0.0207	0.0622	0.0207	

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SECTION 5. <u>RATE SCHEDULES</u> (cont'd)

5.3 Special Calling Plan Rates

[Reserved for future use]

5.4 Intrastate Calling Card Service

[Reserved for future use]

5.5 [Reserved for future use]

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