

Missouri Public
Service Commission

REC'D APR 12 2000

Schedule of Rates, Rules and Regulations Governing
Resale and Facilities-Based Competitive Local Exchange Telecommunications Services
Provided in the State of Missouri

OFFERED BY

Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

Applying generally to its authorized territories within the State of Missouri. This tariff applies to the Company's resale of Southwestern Bell Telephone Company (SWBT) services, as well as services provided over the Company's own facilities, in specified exchanges within the Company's certificated area in the State of Missouri.

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LIST OF WAIVED STATUTES AND REGULATIONS

The Missouri Public Service Commission in its order in the case of *In the Matter Of the Application of Z-Tel Communications, Inc., for a Certificate of Service Authority to Provide Basic Local Telecommunications Services in Portions of the State of Missouri*, Case No. TA-98-572, waived the following statutes and regulations:

STATUTES

- Section 392.210.2 - uniform system of accounts
- Section 392.270 - valuation of property (ratemaking)
- Section 392.280 - Depreciation accounts
- Section 392.290.1 - issuance of securities
- Section 392.300.2 - acquisition of stock
- Section 392.310 - stock and debt issuance
- Section 392.320 - stock dividend payment
- Section 392.330 - issuance of securities; debts and notes
- Section 392.340 - reorganizations

COMMISSION RULES

- 4 CSR 240-10.020 - depreciation fund income
- 4 CSR 240-30.040 - uniform system of accounts
- 4 CSR 240-35 - reporting of bypass and customer specific arrangements

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TARIFF FORMAT

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- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new Pages are occasionally added to the tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - 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 PSCM. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the PSCM 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. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
 - 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).

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EXPLANATION OF SYMBOLS

Changes to this tariff are identified on the revised page (s) the use of symbols. The following are the symbols used and the chary indicated by them:

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (S) - To signify a correction or reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.

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INTRODUCTION

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This tariff applies to the Telephone Company's resale and facilities-based offering of local exchange telecommunications services, upon receiving a customer request for service, within the following SouthwesternBell Telephone Telephone Company exchanges:

| | | | |
|------------------|-------------------|---------------------|------------------------|
| Adrian | Cedar Hill | Festus-Crystal City | Kennett |
| Advance | Center | Fisk | Kirkwood |
| Agency | Cahffee | Flat River | Kirksville |
| Altenburg-Frohna | Charleston | Florissant | Knob Noster |
| Antonia | Chesterfield | Frankford | Lake Ozark-Osage Beach |
| Archie | Chillicothe | Fredericktown | Ladue |
| Argyle | Clarksville | Freeburg | Lamarr |
| Armstrong | Clever | Fulton | LaMonte |
| Ash Grove | Climax Springs | Gideon | Lancaster |
| Beaufot | Creve Coeur | Gladstone | Leadwood |
| Bell City | Deering | Glasgow | Lee's Summit |
| Benton | DeKalb | Grain Valley | Lilbourn |
| Belton | Delta | Gravois Mills | Linn |
| Billings | DeSoto | Gray Summit | Lockwood |
| Bismarck | Dexter | Greenwood | Louisiana |
| Bloomfield | Downing | Hannibal | Macks Creek |
| Bloomsdale | East Independence | Harvester | Malden |
| Blue Springs | East Prairie | Hayti | Manchester |
| Bonne Terre | Edina | Herculaneum-Pevely | Marble Hill |
| Boonville | Eldon | Hibgee | Maceline |
| Bowling Green | Elsberry | High Ridge | Marionville |
| Brookfield | Essex | Hillsboro | Marshall |
| Camdenton | Eureka | Holcomb | Marston |
| Campbell | Excelsior Springs | Hornersville | Maxville |
| Cape Girardeau | Fairgrove | Imperial | Mahlville |
| Cardwell | Farley | Independence | Meta |
| Carl Junction | Farmington | Jackson | Mexico |
| Carrolton | Fayette | Jasper | Moberly |
| Carthage | Fenton | Joplin | Monett |
| Caruthersville | Ferguson | Kansas City Metro | Montgomery City |

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INTRODUCTION, CONT'D.

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| | | | |
|--------------|----------------------|-------------------|----------------|
| Morehouse | Pocohontas-New Wells | St. Joseph | Tuscumbia |
| Nashua | Pond | St. Louis Metro | Union |
| Neosho | Poplar Bluff | St. Marys | Valley Park |
| Nevada | Portage Des Sioux | San Antonio | Versailles |
| New Franklin | Portageville | Sappington | Walnut Grove |
| New Madrid | Puxico | Scott City | Wardell |
| Nixa | Qulin | Sedalia | Ware |
| Oakville | Raytown | Senath | Washington |
| Oak Ridge | Republic | Sikeston | Webb City |
| Old Appleton | Richmond | Slater | Webster Groves |
| Oran | Richwoods | Smithville | Wellsville |
| Overland | Risco | South Kansas City | Westphalia |
| Pacific | Riverview | Spanish Lake | Willard |
| Parkville | Robersville | Springfield Metro | Wyatt |
| Patton | Rushville | Stanberry | Bridgeton |
| Paynesville | Ste. Genevieve | Strafford | Liberty |
| Perryville | St. Charles | Tiffany springs | Vienna |
| Pierce City | St. Clair | Trenton | |

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SECTION 1.0 - APPLICATION OF TARIFF

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1.1 General

This tariff contains the regulations, rates and charges applicable to the provision of facilities-based and resold local exchange telecommunications service by Z-Tel Communications, Inc., for use by customers in the state of Missouri. Exchanges served are listed herein.

This tariff is on file with the Commission. In addition, this tariff is available for review at the main office of Z-Tel Communications, Inc., at 601 South Harbour Island Boulevard, Suite 220, Tampa, Florida 33602.

Applications for initial or additional services made verbally or in writing become a contract on establishment of the service or facility.

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D.

1.2 Definitions

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

Account - A Company accounting category containing up to two (2) residential local exchange access lines billed to the same Customer at the same address. The second or non-primary local exchange access line will share any call allowance of the primary local exchange access line. The second or non-primary local exchange access line therefore will not be provisioned to include a separate call allowance structure. No features are provided with the second or non-primary local exchange access line.

(T)
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Account Codes - Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Advance Payment - Part or all of a payment required before the start of service.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Authorized User - A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Commission - The Missouri Public Service Commission.

Common Carrier - An authorized company or entity providing telecommunications services to the public

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D.

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1.2 Definitions, Cont'd.

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Company - Z-Tel Communications, Inc., the issuer of this tariff.

Customer - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

Customer Premises - A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment - Terminal equipment provided by the Customer, also known as Customer Premises Equipment (CPE).

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

End Office - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D.

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1.2 Definitions, Cont'd.

Exchange Telephone Company or Telephone Company - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

ICB - Individual Case Basis.

IXC or Interexchange Carrier- A long distance telecommunications services provider.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

LEC - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D.

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1.2 Definitions, Cont'd.

Monthly Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

MOU - Minutes of Use.

NECA - National Exchange Carriers Association.

Non-Recurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

PBX - Private Branch Exchange

PIN - Personal Identification Number. See Authorization Code.

Point of Presence ("POP") - Point of Presence

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Service - Any means of service offered herein or any combination thereof.

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D

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1.2 Definitions, Cont'd.

Service Order - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Serving Wire Center - A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that "1 + 10-digit number" calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

Station - The network control signaling unit and any other equipment provided at the Customer's premises which enables the Customer to establish communications connections and to effect communications through such connections.

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SECTION 1.0 - APPLICATION OF TARIFF, CONT'D.

1.2 Definitions, Cont'd.

Subscriber - The person, firm, partnership, corporation, or other entity who orders telecommunications service from Z-Tel. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LED-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

SWBT - Southwestern Bell Telephone Company.

Terminal Equipment - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

UNE Zone- Geographic area established by the Commission pursuant to Section 51.507(f) of the Code of Federal Regulations.

(N)
(N)

Usage Charges - Charges for minutes or messages traversing over local exchange facilities.

User or End User - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

Z-Tel - Z-Tel Communications, Inc., issuer of this tariff.

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SECTION 2.0 - RULES AND REGULATIONS Missouri Public Service Commission

2.1 Undertaking of the Company

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2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this rate sheet in connection with one-way and/or two-way information transmission originating from points within the State of Missouri, and terminating within a local calling area as defined herein.

The Company is responsible under this rate sheet only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

2.1.2 Shortage of Equipment or Facilities

- (A) 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.
- (B) The furnishing of service under this rate sheet 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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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

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2.1.3 Terms and Conditions

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- (A) Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this rate sheet, a month is considered to have thirty (30) days.
- (B) 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 this rate sheet. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the rate sheet, 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 notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this rate sheet 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.
- (D) In any action between the parties to enforce any provision of this rate sheet, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- (E) Service may be terminated upon written notice to the Customer if:
 - (1) the Customer is using the service in violation of this rate sheet; or
 - (2) the Customer is using the service in violation of the law.
- (F) This rate sheet shall be interpreted and governed by the laws of the State of Missouri without regard for its choice of laws provision.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D. Missouri Public Service Commission

2.1 Undertaking of the Company, Cont'd.

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2.1.3 Terms and Conditions, Cont'd.

- (G) Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- (H) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (I) The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts. All service packages established by the Company will be approved by the Commission prior to the furnishing of service.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

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2.1 Undertaking of the Company, Cont'd.

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2.1.4 Limitations on Liability

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited 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.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
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2.1 Undertaking of the Company, Cont'd.

REC'D APR 12 2000

2.1.4 Limitations on Liability, Cont'd.

(D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:

- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
- (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
- (3) Any unlawful or unauthorized use of the Company's facilities and services;
- (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
- (5) Breach in the privacy or security of communications transmitted over the Company's facilities;

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

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2.1.4 Limitations on Liability, Cont'd.

REC'D APR 12 2000

(D) Cont'd.

- (6) Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7) Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8) Injury to property or injury 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;
- (9) Any noncompletion of calls due to network busy conditions;
- (10) Any calls not actually attempted to be completed during any period that service is unavailable;
- (11) And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

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2.1.4 Limitations on Liability, Cont'd.

REC'D APR 18 2000

- (E) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- (F) 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.
- (G) Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
- (H) **Directory Errors** - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly rate sheet rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly rate sheet rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

2.1.4 Limitations on Liability, Cont'd.

Missouri Public
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(I) **With respect to Emergency Number 911 Service:** REC'D APR 12 2000

(1) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.

(2) Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
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2.1 Undertaking of the Company, Cont'd.

2.1.4 Limitations on Liability, Cont'd.

REC'D APR 12 2000

(I) With respect to Emergency Number 911 Service, Cont'd.

- (3) When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

2.1.5 Notification of Service-Affecting Activities

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.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

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2.1.6 Provision of Equipment and Facilities

REC'D APR 12 2000

- (A) The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this rate sheet. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- (B) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (C) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- (D) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (E) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D. Missouri Public Service Commission

2.1 Undertaking of the Company, Cont'd.

REC'D APR 12 2000

2.1.6 Provision of Equipment and Facilities, Cont'd.

(F) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this rate sheet, the responsibility of the Company shall be limited to the furnishing of facilities offered under this rate sheet and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- (1) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- (2) the reception of signals by Customer-provided equipment; or

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

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2.1.7 Non-Routine Installation

REC'D APR 12 2000

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.1.8 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this rate sheet, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the Company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this rate sheet remains in the Company, its partners, agents, contractors or suppliers.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

REC'D APR 12 2000

2.2 Prohibited Uses

- 2.2.1 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.
- 2.2.2 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 the Public Service Commission of Missouri's regulations, policies, orders, and decisions.
- 2.2.3 The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4 A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this rate sheet will apply.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

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2.3 Obligations of the Customer

REC'D APR 12 2000

2.3.1 General

The Customer is responsible for making proper application for service; placing any necessary order, complying with rate sheet regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- (A) the payment of all applicable charges pursuant to this rate sheet;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; 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 negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the 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. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.3 Obligations of the Customer, Cont'd.

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2.3.1 General, Cont'd.

REC'D APR 12 2000

- (E) 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 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 to any construction or installation work;
- (F) 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 2.3.1(D); 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;
- (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

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2.3 Obligations of the Customer, Cont'd.

REC'D APR 12 2000

2.3.2 Liability of the Customer

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

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2.4 Customer Equipment and Channels

REC'D APR 12 2000

2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this rate sheet. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this rate sheet.

2.4.2 Station Equipment

- (A) Terminal equipment on the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- (B) 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, subject to prior Customer approval of the equipment expense.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.4 Customer Equipment and Channels, Cont'd.

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Service Commission

2.4.3 Interconnection of Facilities

REC'D APR 14 2000

- (A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- (B) Communications 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.
- (C) Facilities furnished under this rate sheet may be connected to Customer provided terminal equipment in accordance with the provisions of this rate sheet. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.
- (D) Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this rate sheet only to the extent that the user is an "End User", as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.4 Customer Equipment and Channels, Cont'd.

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2.4.4 Inspections

REC'D APR 12 2000

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. The Company will not separately charge for the Missouri gross receipts tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of loss, theft, or other breach of security of such PINs.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

(T)

2.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.2 Billing and Collection of Charges, Cont'd.

- C. When 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 pro rata based on the actual number of days in the month. (T)
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day 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.
- E. The following information will appear on Residential bills:
- the number of access lines for which charges are stated
 - the beginning or ending dates of the billing period
 - the date the bill becomes delinquent if not paid on time
 - the unpaid balance (if any)
 - the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call
 - an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate
 - the total amount due
 - if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated
 - a telephone number where inquiries may be made
 - if a deposit is held by the Company
- F. During the first billing period in which a residential Customer receives service, the Company provides each Customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.3 Late Payment Fee

If any portion of the payment is not received by the Company within 30 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

2.5.4 Return Check Charge

A service charge equal to \$25.00 will be assessed in accordance with Missouri law for all checks or other payment type submitted by the Customer to the Company and returned or dishonored by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

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2.5.5 Disputed Bills

- (A) In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- (B) The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Utilities Commission of Missouri in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Missouri Public Service Commission
301 West High
Harry S. Truman State Office Building
Jefferson City, MO 65102

- (C) If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest, credits or penalties will apply.

SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.6 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. The advance payment will be applied to the first full billing cycle statement and additional one (1) month advance payment will be required for each subsequent month. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D Missouri Public Service Commission

2.5 Payment Arrangements, Cont'd.

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2.5.7 Deposits

The Company does not collect Customer deposits.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
Service Commission

2.5 Payment Arrangements, Cont'd.

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2.5.7 Reserved For Future Use

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

Missouri Public
Service Commission

2.5.8 Discontinuance of Service for Cause

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Service may be discontinued for any of the following reasons:

- A. nonpayment of an undisputed delinquent charge;
- B. unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- C. failure to substantially comply with terms of a settlement agreement;
- D. refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment;
- E. material misrepresentation of identity in obtaining telephone utility service;
- F. as approved by federal or state law.
- G. Service may not be discontinued by the Company for failure to pay charges not subject to Missouri Public Service Commission's jurisdiction unless specifically authorized in this tariff.
- H. Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such day.
- I. Customers shall have 21 days from the rendition of a bill to pay the charges stated.
- J. Residential service shall not be discontinued unless written notice by first-class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. All notices shall be sent on the 5th of the month.
- K. At least 24 hours preceding a discontinuance the Company shall make reasonable efforts to contact the customer to advise of the proposed discontinuance and what steps must be taken to avoid it.

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SECTION 2.0 - RULES AND REGULATIONS, CONFIDENTIAL
Missouri Public Service Commission

2.5 Payment Arrangements, Cont'd.

REC'D APR 18 2000

2.5.9 Cancellation of Application for Service - Contract Services Only

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. 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.
- (D) The special charges described above will be calculated and applied on a case-by-case basis.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
Service Commission

2.5 Payment Arrangements, Cont'd.

2.5.10 Changes in Service Requested

REC'D APR 12 2000

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.

2.6 Allowances for Interruptions in Service

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this rate sheet 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 2.6.1 for the part of the service that the interruption affects.

2.6.1 General

- (A) A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this rate sheet.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.6 Allowances for Interruptions in Service, Cont'd.

Missouri Public
Service Commission

2.6.1 General, Cont'd.

REC'D APR 12 2000

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.6.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this rate sheet by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.6 Allowances for Interruptions in Service, Cont'd.

Missouri Public
Service Commission

2.6.2 Limitations of Allowances, Cont'd.

REC'D APR 12 2000

- (E) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.6.3), or utilize another service provider;
- (F) 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;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (H) That was not reported to the Company within thirty (30) days of the date that service was affected.

2.6.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
Service Commission

2.6 Allowances for Interruption in Service, Cont'd.

REC'D APR 12 2000

2.6.4 Application of Credits for Interruptions in Service

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates 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.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
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2.6 Allowances for Interruption in Service, Cont'd.

2.6.4 Application of Credits for Interruptions in Service, Cont'd. REC'D APR 12 2000

(D) Interruptions of 24 Hours or Less

| Length of Interruption | Amount of Service To Be Credited |
|--------------------------------------------|----------------------------------|
| Less than 30 minutes | None |
| 30 minutes up to but not including 3 hours | 1/10 Day |
| 3 hours up to but not including 6 hours | 1/5 Day |
| 6 hours up to but not including 9 hours | 2/5 Day |
| 9 hours up to but not including 12 hours | 3/5 Day |
| 12 hours up to but not including 15 hours | 4/5 Day |
| 15 hours up to but not including 24 hours | One Day |

(E) Interruptions Over 24 Hours and Less Than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

(F) Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public
Service Commission

2.6 Allowances for Interruption in Service, Cont'd.

2.6.5 Cancellation For Service Interruption

REC'D APR 12 2000

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

2.7 Use of Customer's Service by Others

2.7.1 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this rate sheet. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public Service Commission

REC'D APR 18 2000

2.8 Cancellation of Service/Termination Liability

If a Customer cancels a service order or terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.7.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.5.2.

2.8.1 Termination Liability

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

2.9 Transfers and Assignments

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 assign its rights and duties:

- 2.9.1 to any subsidiary, parent company or affiliate of the Company; or
- 2.9.2 pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.9.3 pursuant to any financing, merger or reorganization of the Company.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

REC'D APR 18 2000

2.10 Customer Liability for Unauthorized Use of the Network

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this rate sheet.

2.10.1 Customer Liability for Fraud and Unauthorized Use of the Network

(A) The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.

(B) A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

(C) The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.

(D) The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D. Missouri Public Service Commission

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2.11 Notices and Communications

- 2.11.1 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.
- 2.11.2 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.
- 2.11.3 Except as otherwise stated in this rate sheet, all notices or other communications required to be given pursuant to this rate sheet 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.
- 2.11.4 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.

2.12 Taxes, Fees and Surcharges

The Company reserves the right to bill any and all applicable taxes, fees and surcharges in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to: Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this rate sheet, such taxes, fees and surcharges are in addition to rates as quoted in this rate sheet and will be itemized separately on Customer invoices. All charges and fees subject to MoPSC jurisdiction, except taxes and franchise fees, will be submitted to the MoPSC for prior approval.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.13 Miscellaneous Provisions

Missouri Public
Service Commission

2.13.1 Telephone Number Changes

REC'D APR 12 2000

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.13.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

Missouri Public

REC'D JAN 08 2002 (T)

2.14 Customer Responsibility

A. Cancellation by Customer

Service Commission^(N)

Customers may cancel service verbally or in writing. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

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SECTION 2.0 - RULES AND REGULATIONS, CONT'D.

2.15 Toll-Free Services

- 2.15.1 The Company will make every effort to reserve toll free (i.e., "800/888") vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.15.2 The Company will participate in porting toll free numbers only when all charges incurred as a result of the toll free number have been paid.
- 2.15.3 Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal Identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this tariff, the Company will only honor Customer requests for a change in Responsible Organization or toll free service provider for toll free numbers dedicated to the sole use of that single Customer.
- 2.15.4 If a Customer who has received a toll free number does not subscribe to toll free service within thirty (30) days, the Company reserves the right to make the assigned number available for us by another Customer.

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REC'D MAR 28 2001

Service Commission

SECTION 3.0 - LOCAL SERVICE AREAS

3.1 Local Service Areas

The Company will provide Services from all exchanges of its Underlying Carrier, in conformance with that Underlying Carrier's existing local exchange boundary maps as approved by the Commission.

The local calling areas will mirror the local calling areas of the Company's Underlying Carrier, exclusive of the two-way Extended Area Service exchanges offered by the Underlying Carrier.

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)**3.1 Local Service Areas, (Cont'd.)****3.1.1 Exchanges, UNE Zones and Extended Area Service Lists**

| Exchange | UNE Zone | Extended Area Service |
|-------------------------------------|----------|-----------------------------------------------------------------------------|
| Adrian | 3 | Archie |
| Advance | 3 | Bell City |
| Agency | 3 | St. Joseph |
| Altenburg-Frohna | 3 | Pocahontas-New Wells |
| Anontia-Metropolitan Calling Area-4 | 3 | Cedar Hill-Local Only, Hillsboro-Local Only |
| Antonia-Local Only | 3 | Cedar Hill, Herculaneum-Pevely High Ridge, Hillsboro, Imperial and Maxville |
| Archie-Local Only | 3 | Adrian |
| Archie-Metropolitan Calling Area-5 | 3 | Adrian |
| Argyle | 3 | |
| Armstrong | 3 | Fayette, Glasgow |
| Ash Grove | 3 | |
| Beaufort | 3 | |
| Bell City | 3 | Advance, Oran |
| Belton | 1 | |
| Benton | 3 | Chaffee, Oran and Scott City |
| Billings-Local Only | 3 | Clever and Republic |
| Billings-Metropolitan Calling Area | 3 | Clever-Local Only |
| Bismarck | 3 | Flat River, Leadwood |
| Bloomfield | 3 | Dexter, Essex |
| Bloomsdale | 3 | Ste. Genevieve |
| Blue Springs | 1 | |
| Bonne Terre | 2 | Flat River, Leadwood |
| Boonville | 2 | New Franklin |
| Bowling Green | 3 | |

(N)

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|-----------------------------------------|----------|--------------------------------------------------------------------------------------------------|
| Bridgeton | 1 | |
| Brookfield | 3 | |
| Camdenton | 2 | Gravois Mills, Lake Ozark -Osage Beach |
| Campbell | 3 | |
| Cape Girardeau | 2 | Jackson, Scott City, McClure, Illinois |
| Cardwell | 3 | Hornersville, Senath |
| Carl Junction | 3 | Joplin, Webb City |
| Carrollton | 3 | |
| Carthage | 2 | |
| Caruthersville | 3 | Deering, Hayti |
| Cedar Hill- Local Only | 2 | Antonia, High Ridge, Hillsboro and Ware |
| Cedar Hill- Metropolitan Calling Area | 2 | Hillsboro-Local Only, Ware-Local Only |
| Center | 3 | |
| Chaffee | 3 | Benton, Delta, Oran, Scott City |
| Charleston | 3 | East Prairie, Wyatt |
| Chesterfield- Local Only | 2 | Manchester, Harvester and Pond, plus the Creve Coeur zone of the St. Louis Metropolitan Exchange |
| Chesterfield- Metropolitan Calling Area | 2 | Harvester-Local Only and Pond-Local Only |
| Chillicothe | 2 | |
| Clarksville | 3 | Louisiana, Paynesville |
| Clever-Local Only | 3 | Billings, Nixa and Republic |
| Clever-Metropolitan Calling Area | 3 | Billings-Local Only |
| Climax Springs | 3 | |
| Creve Coeur | 1 | |
| Deering | 3 | Caruthersville, Hayti and Kennett |
| DeKalb | 3 | Rushville, St. Joseph |
| Delta | 3 | Chaffee, Oran |
| DeSoto Local Only | 2 | Festus-Crystal City, Hillsboro and Ware |
| DeSoto- Metropolitan Area | 2 | Festus-Crystal City-Local Only, Hillsboro-Local Only, Ware-Calling Local Only |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|--------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------|
| Dexter | 2 | Bloomfield, Essex |
| Downing | 3 | |
| East Independence | 1 | |
| East Prairie | 3 | Charleston |
| Edina | 3 | |
| Eldon | 2 | Lake Ozark-Osage Beach, Tuscumbia |
| Elsberry | 3 | Paynesville |
| Essex | 3 | Dexter, Bloomfield |
| Eureka-Local Only | 2 | High Ridge, Manchester, Pacific, Pond and Valley Park |
| Eureka-Metropolitan Calling Area-4 | 2 | Pacific-Local Only |
| Excelsior Springs | 2 | |
| Fair Grove | 4 | |
| Farley | 3 | |
| Farmington | 2 | Flat River |
| Fayette | 3 | Armstrong, Glasgow and New Franklin |
| Fenton-Local Only | 2 | Maxville, Valley Park and High Ridge, plus the Kirkwood and Sappington zones of the St. Louis Metropolitan Exchange |
| Fenton-Metropolitan Calling Area-3 | 2 | High Ridge-Local Only |
| Ferguson | 1 | |
| Festus-Crystal City- Local Only | 2 | DeSoto, Herculaneum-Pevely, Hillsboro |
| Festus-Crystal City- Metropolitan Calling Area 5 | 2 | DeSoto-Local Only, Hillsboro-Metropolitan Local Only |
| Fisk | 3 | Poplar Bluff |
| Flat River | 2 | Bismarck, Bonne Terre, Farmington, Leadwood |
| Florissant | 1 | |
| Frankford | 3 | |
| Fredericktown | 2 | |
| Freeburg | 3 | |
| Fulton | 2 | |
| Gideon | 3 | Malden, Risco |
| Gladstone | 1 | |
| Glasgow | 3 | Armstrong, Fayette |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|-------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------|
| Grain Valley- Local Only | 3 | The Blue Springs zone of the Kansas City Metropolitan Exchange |
| Gravois Mill | 2 | Camdenton, Lake Ozark-Osage Beach, Versailles |
| Gray Summit Local Only | 3 | Pacific, Union |
| Gray Summit- Metropolitan Calling Area-5 | 3 | Pacific-Local Only, Union |
| Greenwood- Local Only | 2 | The Belton and Lee's Summit zones of the Kansas City Metropolitan Exchange |
| Hannibal | 2 | |
| Harvester- Local Only | 2 | Chesterfield, Pond, St. Charles and St. Peters |
| Hayti | 3 | Caruthersville, Deering, Wardell |
| Herculaneum-Pevely Local Only | 3 | Antonia, Festus-Crystal City and Imperial |
| Herculaneum-Pevely- Metropolitan Calling Area-4 | 3 | Festus-Crystal City-Local Only |
| Higbee | 3 | Moberly |
| High Ridge- Local Only | 2 | Antonia, Cedar Hill, Eureka, Fenton, Maxville and Valley Park |
| High Ridge-Metropolitan Calling Area-4 | 2 | Cedar Hill-Local Only |
| Hillsboro- Local Only | 3 | Antonia, Cedar Hill, DeSoto, Festus-Crystal City and Ware |
| Hillsboro- Metropolitan Calling Area 5 | 3 | Cedar Hill-Local Only, DeSoto-Local Only, Festus-Crystal City-Local Only, Ware-Local Only |
| Holcomb | 3 | Kennett |
| Hornersville | 3 | Cardwell and Senath |
| Imperial-Local Only | 2 | Antonia, Herculaneum-Pevely and Maxville, plus the Oakville zone of the St. Louis Metropolitan Exchange |
| Imperial-Metropolitan Calling Area-3 | 2 | Antonia-Local Only Herculaneum-Pevely-Local Only |
| Independence | 1 | |
| Jackson | 2 | Cape Girardeau, Oak Ridge, Pocahontas-New Wells, McClure, Illinois |
| Jasper | 3 | |
| Joplin | 2 | Carl Junction, Webb City |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|-------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------|
| Kansas City - Metropolitan Calling Area-1 | 1 | Gladstone, Independence, Parkville, Raytown, South Kansas City |
| Kansas City - Metropolitan Calling Area-2 | 1 | Belton, Blue Springs, East Independence, Lee's Summit, Liberty, Nashua |
| Kennett | 2 | Deering, Holcomb, Senath |
| Kirkville | 2 | |
| Kirkwood | 1 | |
| Knob Noster | 2 | |
| Ladue | 1 | |
| Lake Ozark-Osage Beach | 2 | Camdenton, Eldon, Gravois Mills, Tuscumbia |
| Lamar | 3 | |
| LaMonte | 3 | |
| Lancaster | 3 | |
| Leadwood | 3 | Bismarck, Bonne Terre Flat River |
| Lee's Summit | 1 | |
| Liberty | 1 | |
| Lilbourn | 3 | Marston, New Madrid |
| Linn | 3 | |
| Lockwood | 3 | |
| Louisiana | 3 | Clarksville |
| Macks Creek | 3 | |
| Malden | 3 | Gideon, Risco |
| Manchester- Local Only | 2 | Chesterfield, Eureka, Pond and Valley Park, plus the Creve Coeur and Kirkwood zones of the St. Louis Metropolitan Exchange |
| Manchester-Metropolitan Calling Area-3 | 2 | Eureka-Local Only and Pond-Local Only |
| Marble Hill | 3 | |
| Marceline | 3 | |
| Marionville | 3 | |
| Marshall | 2 | |
| Marston | 3 | Lilbourn, New Madrid and Portageville |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|--------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------|
| Maxville- Local Only | 2 | Antonia, Fenton, High Ridge and Imperial, plus the Mehlville, Oakville and Sappington zones of the St. Louis Metropolitan Exchange |
| Maxville-Metropolitan Calling Area-3 | 2 | Antonia-Local Only and High Ridge-Local Only |
| Mehlville | 1 | |
| Meta | 3 | |
| Metropolitan Calling Area-1 | | Fair Grove, Nixa, Republic, Rogersville, Strafford, Willard |
| Mexico | 2 | |
| Moberly | 2 | Higbee |
| Monett | 2 | Pierce City |
| Montgomery City | 3 | Bellflower |
| Morehouse | 3 | Sikeston |
| Nashua | 1 | |
| Neosho | 2 | |
| Nevada | 2 | Milo |
| New Franklin | 3 | Boonville, Fayette |
| New Madrid | 3 | Lilbourn, Marston |
| Nixa Zone | 4 | Clever |
| Oak Ridge | 3 | Jackson, Pocahontas-New Wells |
| Oakville | 1 | |
| Old Appleton | 3 | Perryville |
| Oran | 3 | Bell City, Benton, Chaffee, Delta |
| Overland | 1 | |
| Pacific-Local Only | 2 | Gray Summit, Eureka, Pond |
| Pacific-Metropolitan Calling Area-5 | 2 | Gray Summit-Local Only |
| Parkville | 1 | |
| Patton | 3 | |
| Paynesville | 3 | Clarksville, Elsberry |
| Perryville | 2 | Old Appleton, St. Marys, Kaskaskia, Illinois |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|----------------------------------|----------|----------------------------------------------------------------------------------------|
| Pierce City | 3 | Monett |
| Pocahontas- New Wells | 3 | Altenburg-Frohna, Jackson, Oak Ridge |
| Pond-Local Only | 2 | Chesterfield, Eureka, Harvester, Manchester, Pacific |
| Pond-Metropolitan Calling Area-4 | 2 | Pacific-Local Only |
| Poplar Bluff | 2 | Fisk, Qulin |
| Portage Des Sioux | 3 | |
| Portageville | 3 | Marston |
| Puxico | 3 | |
| Qulin | 3 | Poplar Bluff |
| Raytown | 1 | |
| Republic Zone | 4 | Billings, Clever |
| Richmond | 2 | |
| Richwoods | 3 | |
| Risco | 3 | Gideon, Malden |
| Riverview | 1 | |
| Rogersville | 4 | |
| Rushville | 3 | DeKalb, St. Joseph |
| San Antonio | 3 | St. Joseph |
| Sappington | 1 | |
| Scott City | 3 | Benton, Cape Girardeau, Chaffee, McClure, Illinois |
| Sedalia | 2 | |
| Senath | 3 | Cardwell, Hornersville, Kennett |
| Sikeston | 3 | Morehouse |
| Slater | 3 | |
| Smithville- Local Only | 3 | Ferrelview, plus the Liberty and Nashua zones of the Kansas City Metropolitan Exchange |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|-----------------------------------------|----------|---------------------------------------------------------------------------------------|
| South Kansas City | 1 | |
| Spanish Lake | 1 | |
| Springfield Metropolitan Exchange | 4 | Principal Zone |
| St. Charles- Local Only | 2 | Harvester |
| St. Charles-Metropolitan Calling Area-3 | 2 | Harvester-Local Only |
| St. Clair | 2 | |
| St. Joseph | 2 | Agency, DeKalb, Rushville, San Antonio |
| St. Louis - Metropolitan Calling Area-1 | 1 | Ferguson, Ladue, Mehlville, Overland, Riverview, Snappington, Webster Groves |
| St. Louis - Metropolitan Calling Area-2 | 1 | Bridgeton, Creve Coeur, Florissant, Kirkwood, Tiffany Springs, Oakville, Spanish Lake |
| St. Marys | 3 | Perryville, Ste. Genevieve, Kaskaskia, Illinois |
| Stanberry | 3 | |
| Ste. Genevieve | 2 | Bloomsdale, St. Marys, Kaskaskia, Illinois |
| Strafford | 4 | |
| Tiffany Springs | 1 | |
| Trenton | 3 | Brimson, Galt, Laredo, Spickard |
| Tuscumbia | 3 | Eldon, Lake Ozark-Osage Beach |
| Union | 2 | Gray Summit |

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SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D.)

3.1 Local Service Areas, (Cont'd.)

3.1.1 Exchanges, UNE Zones and Extended Area Service, (cont'd.)

| Exchange | UNE Zone | Extended Area Service |
|-----------------------------------------|----------|-------------------------------------------------------------------------------------------------------|
| Valley Park- Local Only | 2 | Fenton, Eureka, High Ridge, Manchester, plus the Kirkwood zone of the St. Louis Metropolitan Exchange |
| Valley Park-Metropolitan Calling Area-3 | 2 | Eureka-Local Only and High Ridge-Local Only |
| Versailles | 3 | Gravois Mills |
| Vienna | 3 | |
| Walnut Grove | 3 | |
| Wardell | 3 | Hayti |
| Ware-Local Only | 3 | DeSoto, Cedar Hill, Hillsboro |
| Ware-Metropolitan Calling Area-5 | 3 | DeSoto-Local Only, Cedar Hill- Local Only, Hillsboro-Local Only |
| Washington | 2 | |
| Webb City | 2 | Carl Junction, Joplin |
| Webster Groves | 1 | |
| Wellsville | 3 | |
| Westphalia | 3 | |
| Willard | 4 | |
| Wyatt | 3 | Charleston |

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SECTION 4.0 -SERVICE DESCRIPTIONS

4.1 Network Exchange Bundled Service

4.1.1 General

Z-Tel offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access ¹ may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

A. Primary Line

The initial residential local exchange access line per account.

B. Secondary Line

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

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Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

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¹ Voice mail and Internet access are not regulated by the Commission.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below:

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Z-Tel adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

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Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number will be substituted.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

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VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID with Name service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted. See Section 4.2 for regulations regarding this feature.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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* Material previously appearing on this page now found on Original Page 2.1, Section 4. Missouri Public

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.2 Missouri Home Edition - Standard Service **

A. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service. Standard Service includes the following:

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling.
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.
4. Standard Service Customers will receive Member to Member service (See Section 4.2) at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature

(N)

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.3 Missouri Home Edition - Basic Service **

A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of (60) second increments. For toll calls placed away from home, see Z-Line Travel Card Service (*See Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

2. Local line and unlimited calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for an additional monthly charge.

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

D. Distinctive Ring Calling Feature

(N)

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.4 Z-LineHome Unlimited Service

A. Z-LineHome Unlimited Service includes the following:

- 1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
- 2. Local line and unlimited local calling
- 3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way and Calling Speed Calling included at no charge. (C)
(C)

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge. (C)

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Z-Line Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

- 4. Member to Member Service.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.4 Z-LineHome Unlimited Service, cont'd.

B. Calling Features

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.5 Z-LineHome Select Service **

A. Z-LineHome Select includes the following:

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of sixty (60) seconds. For toll calls placed away from home, see Z-Tel's *Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.
4. Member to Member Service.
5. The following additional custom calling features are available with this service.

Distinctive Ring
VIP Alert:
Privacy Manager:

(N)

***This option grandfathered effective September 27, 2003 and is available to existing customers only.*

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.6 Member to Member Home Edition Service

Member to Member Service is available to all Z-Tel Customers of a Network Exchange Bundled Service. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Z-Tel services where noted in the description of each service.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.7 Z-Line Home Office

Z-Line Home Office service is a bundled local and toll voice service offering. Service is restricted to a single line only. Customers with a requirement for multiple lines are referred to the Company's business service. Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

(N)

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.7 Z-Line Home Office, (Cont'd.)

A. Z-Line Home Office includes the following:

- 1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.
- 2. Local line and unlimited local calling.
- 3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge. (C)
(C)

(D)
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(D)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

(N)

4.1.8 Z-LineHOME Basic Service with PVA

Z-LineHome Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

A. Basic Service includes the following:

- 1. Local line and unlimited local calling
- 2. Call Waiting

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.8 Z-LineHOME Basic Service with PVA, (Cont'd.)

B. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

C. Intrastate long distance may be utilized with this service.

D. Member to Member Service is included at no charge.

E. Calling Features

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

(N)

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.9 Z-LineHOME Select with PVA

Select Service with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail is included with this service.

(N)

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.2.6 Z-LineHOME Select with PVA, (Cont'd.)

A. Select Service includes the following:

- 1. Local line and unlimited local calling
- 2. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Busy No Answer and Call Forwarding Variable.
- 3. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.

B. Intrastate long distance may be utilized with this service.

C. Member to Member Service is included at no charge.

D. Calling Features

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

(N)

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS Simplicity Service

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Z-LineBUSINESS Simplicity Service is targeted primarily at business customers as a bundled service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features: Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding, as well as one voice mail box¹. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. Z-LineBUSINESS Simplicity Service is available on up to a maximum of twelve (12) lines per location. Z-Tel Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan.

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(N)

Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

A. Outbound Service

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

¹ Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately for a monthly fee per mail box.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS Simplicity Service, (Cont'd.)

(T)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-Tel Business Simplicity Service Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Simplicity Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

D. Travel Card Service

Z-Line Simplicity Travel Card Service is available to Z-Line Business Simplicity Service Customers for calls made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.11 Affinity Pricing Plan - Z-Line Discount Program

The Z-Tel Affinity Pricing Plan - Z-Line Discount Program offers discounts on specific Z-Tel services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Z-LineHOME Unlimited, Z-LineHOME Select with PVA, Z-LineHOME Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

(N)

(N)

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.12 ISP Service Plan

ISP Service Plan is offered to Customers who subscribe to Z-LineHome Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Z-LineHome Unlimited will not apply to those 3000 minutes per month. All other Z-LineHome Unlimited Service rates and restrictions apply.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service**

(C)

Z-Line Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Z-Tel as the presubscribed carrier for local calling concurrent with enrollment for this service. Z-LineBusiness A La Carte provides Customers with the option of selecting Z-Tel for toll services.

A. Local Exchange Service

There is a one-time charge per line Service Connection Fee for Local Exchange Service ¹.

B. Toll Service

.1 Long Distance Service

Long distance service is billed in six (6) second increments.

2. Long Distance Calling Packs

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

¹Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'd.) **

(C)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

D. Business Network Rate Service

Business Network Rate Service is available to Z-Tel business Customers for outbound calling from presubscribed lines. This service allows Z-Line Business A La Carte Customers presubscribed to Z-Tel for long distance service to call other Z-Tel Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Z-Tel business Customers or to Z-Tel residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'd) **

(C)

E. Calling Features

These features are offered subject to availability of suitable facilities. Z-LineBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'.d) **

(C)

E. Calling Features, (Cont'd.)

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'.d) **

(C)

F. Guarantee Incentive Program

If a Customer is not satisfied with the Z-Tel Business A La Carte Service, for any reason, during the first ninety (90) days of service, Z-Tel will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Z-Tel. This offer does not extend to any new service lines established with Z-Tel that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Z-Tel. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Z-Tel's toll free customer service telephone number.

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service

Z-Line Business Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

A. Local Exchange Service

.1 Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

(T)

| <u>Lines</u> | <u>Term</u> | |
|--------------|---------------|---------------|
| | 1 Year | 2 Year |
| 200 | 5% | 5% |
| 1000 | 10% | 15% |
| 2000 | 15% | 16% |

.2 Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

B. Z-Line Business Plus Toll Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

C. Z-Line Business Plus Toll Free Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

D. Travel Card Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

E. Business Network Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

F. Calling Features

Customers subscribing to Z-Line Business Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

F. Calling Features, Cont'd.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.3 Stand Alone Local Exchange Service

Stand Alone Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Stand Alone Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

4.3.1 General

Stand Alone Local Exchange Service includes the following:

- 1. Local exchange access line and unlimited local exchange calling.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

4.4.1 Service Order Charges

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company that cannot be handled remotely.

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Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.1 Service Order Charges, (cont'd.)

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

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Trouble Isolation Charge -When a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.2 Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Home Edition Change Charge - applies when a residential Customer requests/orders a change in service from Home Edition- Basic Service to Home Edition- Standard Service or from Home Edition - Standard Service to Home Edition - Basic Service.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.5 Reserved For Future Use

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4.6 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

(D)

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

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4.7 911 Emergency Service

- 4.7.1 The Company is obligated to supply the E-911 service provider in the Company service area with information necessary to update the E-911 database at the time the Company submits Customer orders to the local exchange company whose service is being resold or whose lease facilities have been purchased for the provision of local service pursuant to these tariffs.
- 4.7.2 At the time the company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.7.3 The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.7.4 The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.
- 4.7.5 The Company undertakes no responsibility to inspect or to monitor 911 service facilities to discover errors, defects or malfunctions in 911 service.
- 4.7.6 By dialing 911, the 911 service calling party waives all privacy rights afforded by non-listed and non-published service to the extent that the Customer's telephone number, name, address associated with the originating station location are furnished to the PSAP.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.8 Optional Calling Features

The features in this section are made available to Residential and Business Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

4.8.1 Feature Descriptions

Call Return: Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

Call Trace: Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by the Company; or (2) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the Customer to dial a code (*57) to automatically request that the following information be recorded: the originating telephone number; the date and time of the call; the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact the Company for further instructions. Activation of Call Trace never authorized the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's line. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.8 Optional Calling Features

4.8.1 Feature Descriptions

Per-Call Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls. To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Auto Redial: Permits the Customer to redial automatically the last number dialed.

Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Z-Tel services.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. This feature may not be available with all Z-Tel services.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

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4.9 Directory Assistance Services

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A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. There are no call allowances for Directory Assistance.

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4.9.1 Basic Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or from business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D Missouri Public Service Commission

4.9 Directory Assistance Services, Cont'd.

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4.9.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 4.8.1.

A. Description of Service

The three types of DACC offered are as follows:

Fully Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.9 Directory Assistance Services, Cont'd.

4.9.3 Nationwide Directory Assistance

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section. The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for Nationwide Directory Assistance.

4.9.4 PVA Directory Assistance

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Z-Tel local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for PVA Directory Assistance.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

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4.10 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate.

Operator Assistance charges do not apply for the following calls:

- Calls to Company-listed Official Public Emergency Agencies
- Calls to official Company numbers
- Calls to Directory Assistance Service
- Calls from persons experiencing dialing difficulty
- Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

4.10.1 Regulations

- A. Company will not bil for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notificaiton of (2) Company knowledge.
- B. The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- C. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- D. Only tariffed rates approved by this Commission for the Company shall appear on the Company's bill.
- E. Company shall be listed on the bill.
- F. Company will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card.
- G. Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

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4.10 Local Operator Service, Cont'd.

4.10.1 Regulations

- H. Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- I. Company will refuse operator services to traffic aggregators which block access to other Companies.
- J. Company will assure that traffic aggregators will post and display information including (1) that company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.11 Busy Line Verification and Line Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

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The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

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4.12 Directory Listing Service

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4.12.1 General

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgement of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

4.12.2 Listings

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

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4.12.2 Listings, Cont'd.

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A. Regular Additional Listings

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

B. Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing such as the following:

- (a) If no answer call (telephone number)
- (b) Night calls (telephone number)
- (c) Night calls after - P.M. (telephone number)
- (d) Nights, Sundays and holidays (telephone number)
- (e) 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

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4.12.2 Listings, Cont'd.

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C. Nonpublished Service

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- .1 First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.
- .2 Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

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4.12.2 Listings, Cont'd.

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C. Nonpublished Service, Cont'd.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

D. Nonlisted Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

E. Toll-Free Directory Listings

Where available, a listing which references the Toll Free Number for a Business customer will be made available. A one-time charge per toll-free number applies to set up this listing.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

F. Straight Line Under Directory Listing

A business listing where one or more listings are indented under an original listing of the same customer without repetition of the name.

G. Caption and Subcaption Directory Listings

Two or more business listings may be placed under a caption consisting of the name of the customer or of any of the parties which the customer is entitled to list together with a designation or title where the name is not indicative of the business or profession. One or more subcaptions may be furnished under a caption, each subcaption consisting of a directive heading which serves to identify two or more listings placed thereunder, where this grouping is necessary for the proper routing of calls.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D

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4.13 Toll Restriction

Toll Restriction is a service offering that restricts long distance calling. Restricted calls are directed to an announcement.

Toll Restriction is activated when a dialed number is preceded by a one (1) or zero (0). Where facilities permit, 1+ calls to Company business offices and repair services are not restricted. In addition, all calls to operator services are disallowed for both residence and business Customers.

The minimum service period is one month. Service is furnished subject to the technical capability.

The Customer indemnifies and saves harmless the Company from any and all claims, losses and damages caused by this restriction of the Customer's long distance calling.

4.14 900 Call Restriction

900 Call Restriction allows Customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to an announcement.

This service is available where facilities permit. The minimum period for this service is one month.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

Missouri Public Service Commission

4.15 Carrier Presubscription

REC'D APR 12 2000

4.15.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.15.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D Missouri Public Service Commission

4.15 Carrier Presubscription, Cont'd.

REC'D APR 14 2000

4.15.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 5 of this tariff:

4.15.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in Section 5 of this tariff. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONFERRED Missouri Public Service Commission

4.16 Intercept Referral Service

REC'D APR 18 2000

4.16.1 Basic Intercept Referral Service

Basic Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available if it is non-published or the Customer has left the area without providing a forwarding number.

Basic Intercept Referral Service is provided free of charge to Residential Customers for a minimum of thirty (30) days where facilities exist, and the threat of telephone exhaustion is not imminent.

Basic Intercept Referral Service for single line Business Customers shall be available upon request, free of charge, for a minimum of thirty days, or the life of the directory, whichever is greater. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the Company may reissue a disconnected number prior to the expiration of the directory but no earlier than thirty (30) days after the disconnection of the business telephone number.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D Missouri Public Service Commission

4.16 Intercept Referral Service, Cont'd.

REC'D APR 18 2000

4.16.2 Special Intercept Referral Service

This level of service provides the same information as Basic Intercept Referral Service using either an operator-handled or recorded announcement, plus this level of service provides callers with additional information. Two types of additional information are available:

Location Referral Service: provides the caller with the Customer's new street address, city and/or state.

Multiple Referral Service: accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement or to an operator. Either option is available to the Customer when there are three or less referrals to be given. For more than three referrals, the calls must be routed to an operator. When the calls are routed to an operator, the calling party is queried as to whom they wish to reach, and the appropriate number is provided.

Name Referral Service: provides the caller with the name of the Customer's business and new telephone number.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.16 Intercept Referral Service, Cont'd.

Missouri Public
Service Commission

4.16.3 Reserved For Future Use

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

Missouri Public
Service Commission

REC'D APR 18 2000

4.17 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.18 Z-Tel Referral Program

Any existing Z-Tel Customer who refers a potential customer to the Z-Tel services listed below will receive a one-time credit should the referred customer subscribe to and remain a Z-Tel customer for at least 30 days. The referred customer must provide the name of the existing Z-Tel Customer who made the referral upon ordering the new Z-Tel service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.19 Caller ID

(M)

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

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

Per line blocking for the blocking of CPN will be available upon request, at no charge only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad of 1182 from a rotary phone) immediately prior to placing a call.

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

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

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

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SECTION 5.0 - RATES

5.1 Network Exchange Bundled Service

5.1.1 Missouri Home Edition - Standard Service **

Package Price for Standard Service

Monthly Rate

Primary Line \$52.99

Secondary Line \$25.00

Service Connection Fee, one-time charge per line: *

Primary Line \$69.99

Secondary Line \$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service. (See Z-Tel's *interexchange telecommunications PSC Mo. No. 1 tariff*) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

| | |
|-----------------------------------------------|------------------------|
| <u>Toll calls within 100 minute allowance</u> | <u>Per minute rate</u> |
| Direct Dial Access | \$0.00 |

| | |
|----------------------------------------------|------------------------|
| <u>Toll calls above 100 minute allowance</u> | <u>Per minute rate</u> |
| Direct Dial Access | \$0.15 |

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature:

| | |
|---------------------------------------|--------|
| Monthly Recurring Charge Per Feature: | \$3.00 |
|---------------------------------------|--------|

(N)
|
(N)

**This option grandfathered effective October 12, 2002 and is available to existing customers only.

* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service **

Package Price for Missouri Home Edition - Basic Service

| | |
|---------------------------------------------------------|---------|
| Primary Line, per month | \$36.99 |
| Secondary Line, per month | \$25.00 |
| New Service Connection Fee, one-time charge, per line # | |
| Per Primary Line | \$69.99 |
| Per Secondary Line | \$55.00 |

A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (*See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

| | |
|----------------------------------------------|--------|
| <u>Toll calls within 30 minute allowance</u> | |
| Direct Dial Access | \$0.00 |
| <u>Toll calls above 30 minute allowance</u> | |
| Direct Dial Access | \$0.15 |

2. Local line and unlimited local calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

| | |
|--------------|------------------|
| Feature Pack | \$7.99 per month |
|--------------|------------------|

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

(N)
(N)

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

| | |
|-----------------|------------------|
| 90 Direct Dial: | \$7.99 per month |
|-----------------|------------------|

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service, (Cont'd.)**

D. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

(N)
|
(N)

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.3 Member to Member Home Edition Service Add-On

Member to Member Service is available to all Z-Tel Customers of a Network Exchange Bundled Service. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Z-Tel services where noted in the description of each service.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.4 Z-LineHome Unlimited

Package Price for Z-LineHome Unlimited

| | | |
|---------------------------------------------------------|---------|-----|
| Primary Line, per month | | |
| UNE Zones 1: | \$55.99 | (T) |
| UNE Zone 2: | \$61.99 | (Z) |
| UNE Zone 3: | \$65.99 | (Z) |
| UNE Zone 4: | \$61.99 | (Z) |
| Secondary Line, per month | | |
| UNE Zones 1: | \$35.00 | (T) |
| UNE Zone 2: | \$41.00 | (Z) |
| UNE Zone 3: | \$45.00 | (Z) |
| UNE Zone 4: | \$41.00 | (Z) |
| New Service Connection Fee, one-time charge, per line # | | |
| Per Primary Line: | \$69.99 | |
| Per Secondary Line: | \$55.00 | |

This service is for use by Residential Customers for the purpose of individual-to-individual two- way residential voice applications. If the Customer uses Z-Line Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

**Material previously appearing on this page now found on Page 1.2.1.0, Section 5.*

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.4 Z-LineHome Unlimited

A. Z-LineHome Unlimited includes the following, (cont'd.):

- 1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
- 2. Local line and unlimited local calling
- 3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
- 4. Member to Member Service

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 Z-LineHome Select **

Package Price for Z-LineHome Select

| | |
|---------------------------------------------------------|-------------|
| Primary Line, per month | |
| UNE Zone 1: | \$35.99 (R) |
| UNE Zone 2: | \$45.99 |
| UNE Zone 3: | \$49.99 |
| UNE Zone 4: | \$45.99 |
| Secondary Line, per month | |
| UNE Zone 1: | \$35.00 |
| UNE Zone 2: | \$41.00 |
| UNE Zone 3: | \$45.00 |
| UNE Zone 4: | \$41.00 |
| New Service Connection Fee, one-time charge, per line # | |
| Per Primary Line: | \$69.99 |
| Per Secondary Line: | \$55.00 |

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 Z-LineHome Select **

A. Z-LineHome Select includes the following, (cont'd.):

- 1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Tel's *Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*.) Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.

| | |
|----------------------------------------------|--------|
| <u>Toll calls within 50 minute allowance</u> | |
| Direct Dial Access | \$0.00 |

| | |
|---------------------------------------------|--------|
| <u>Toll calls above 50 minute allowance</u> | |
| Direct Dial Access | \$0.07 |

- 2. Local line and unlimited local calling.
- 3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

- 4. Member to Member Service.
- 5. The following additional custom calling features are available with this service.

| | Per Month | |
|------------------|------------------|-----|
| Distinctive Ring | \$3.00 | (N) |
| VIP Alert: | \$2.00 | |
| Privacy Manager: | \$2.00 | |

***This option grandfathered effective September 27, 2003 and is available to existing customers only.*

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.6 Z-LineBUSINESS A La Carte Service **

(C)

A. Local Exchange Service

.1 Local Access Line

| | |
|---------------------------------------------------------------|---------|
| Local Business Line | |
| Monthly Rate | \$27.99 |
| Service Connection Fee, one-time charge per line ¹ | |
| Per Line | \$49.99 |

¹Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

****This service grandfathered effective June 26, 2003 and is available to existing Customers only.**

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) **

(C)

B. Toll Service

.1 Long Distance Service

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

2. Long Distance Calling Packs

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

| | LD Minutes | LD Minutes Pack | |
|----------------------------------|-------------------|------------------------|---------------------------|
| | | Monthly Rate | Intrastate Overage |
| 1,000 Long Distance Minutes Pack | | \$59.00 | \$0.079 |
| 5,000 Long Distance Minutes Pack | | \$245.00 | \$0.069 |

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) **

(C)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

| | |
|-------------------------------------------------------|---------|
| Rate per minute: | \$0.069 |
| Monthly Recurring Charge Per toll free access line | \$3.00 |
| Toll Free Service Installation | \$20.00 |
| Vanity Toll Free Number Search | \$ 9.99 |

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) **

(C)

D. Business Network Rate Service

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

E. Calling Features

a. Rates

- .1 Monthly Rates, per Feature: \$3.00
- .2 Monthly Rate, Feature Pack, (3 or more features): \$9.00

F. Remote Call Forwarding (RCF) Service

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

.1 Usage Charges

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.1.6 of this tariff).

.2 Monthly Recurring Charge

Per line: \$15.00

***This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.7 Z-Line Home Office

Package Price for Z-Line Home Office:

| | |
|-----------------------------------------------------|---------|
| Primary Line, per month: | \$65.99 |
| Service Connection Fee, one-time charge per line #: | \$69.99 |

A. Z-Line Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.

Toll calls within 1000 minute allowance

| | |
|---------------------|--------|
| Direct Dial Access: | \$0.00 |
|---------------------|--------|

Toll calls above 1000 minute allowance

| | |
|---------------------|---------|
| Direct Dial Access: | \$0.104 |
|---------------------|---------|

2. Local line and unlimited local calling.
3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge. (C)
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(D)
|
|
|
(D)

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.8 Z-LineHOME Basic Service with PVA

A. Rates

| | | |
|---------------------------------------------------------|---------|-----|
| Primary Line, per month | | |
| UNE Zones 1: | \$21.99 | (T) |
| UNE Zone 2: | \$27.99 | (N) |
| UNE Zone 3: | \$31.99 | (N) |
| UNE Zone 4: | \$27.99 | (N) |
| Secondary Line, per month | | |
| UNE Zones 1: | \$21.99 | (T) |
| UNE Zone 2: | \$27.99 | (N) |
| UNE Zone 3: | \$31.99 | (N) |
| UNE Zone 4: | \$27.99 | (N) |
| New Service Connection Fee, one-time charge, per line # | | |
| Per Primary Line: | \$69.99 | |
| Per Secondary Line: | \$55.00 | |

B. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month: \$4.95

C. Intrastate long distance may be utilized with this service.

Direct Dial rate per minute: \$0.070
Call completion through PVA per minute: \$0.070

D. Member to Member Service is included at no charge.

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.8 Z-LineHOME Select Service with PVA

A. Rates

| | |
|---------------------------------------------------------|-------------|
| Primary Line, per month | |
| UNE Zones 1: | \$35.99 |
| UNE Zone 2: | \$45.99 (I) |
| UNE Zone 3: | \$49.99 (I) |
| UNE Zone 4: | \$45.99 (I) |
| Secondary Line, per month | |
| UNE Zones 1: | \$35.00 |
| UNE Zone 2: | \$41.00 |
| UNE Zone 3: | \$45.00 |
| UNE Zone 4: | \$41.00 |
| New Service Connection Fee, one-time charge, per line # | |
| Per Primary Line: | \$69.99 |
| Per Secondary Line: | \$55.00 |

B. Intrastate long distance may be utilized with this service.

| | |
|-----------------------------------------|---------|
| Direct Dial rate per minute: | \$0.070 |
| Call completion through PVA per minute: | \$0.070 |

C. Member to Member Service is included at no charge.

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.9 Business Simplicity Service

A. Outbound Service

| | |
|---------------------------------------------------------|---------|
| Primary Line, per month | \$59.99 |
| Additional Lines, per month: | \$49.99 |
| New Service Connection Fee, one-time charge, per line # | |
| Per Primary Line: | \$49.99 |
| Per Secondary Line: | \$49.99 |

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate: \$4.95

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.9 Business Simplicity Service, (Cont'd.)

(N)

C. Toll Free Service

Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

| | |
|------------------------------------------------------|---------|
| Rate per minute: | \$0.049 |
| Monthly Recurring Charge, Per toll free access line: | \$3.00 |
| Toll Free Service Installation: * | \$20.00 |
| Vanity Toll Free Number Search: | \$9.99 |

D. Travel Card Service

Calls are billed in six (6) second increments.

| | |
|------------------|---------|
| Rate Per Minute: | \$0.049 |
|------------------|---------|

*The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

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SECTION 5.0 - RATES, CONT'D.

5.2 Z-Line Business Plus Service

5.2.1 Local Exchange Service

A. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

| | <u>SBC</u> | <u>Century Telephone</u> |
|---------------------------------------------------------------|------------|--------------------------|
| Monthly Rate: | \$29.00 | \$48.00 |
| Service Connection Fee, one-time charge per line ¹ | | |
| Per Line: | \$49.99 | \$49.99 |

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

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| <u>Lines</u> | <u>Term</u> | |
|--------------|---------------|---------------|
| | <u>1 Year</u> | <u>2 Year</u> |
| 200 | 5% | 5% |
| 1000 | 10% | 15% |
| 2000 | 15% | 16% |

B. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

| | <u>SBC</u> | <u>Century Telephone</u> |
|-----------------------------------------------------|------------|--------------------------|
| Monthly Recurring Charge Per Feature: | \$3.00 | \$3.00 |
| Monthly Recurring Charge, Feature Pack (3 or more): | \$9.00 | \$9.00 |

¹ Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

SECTION 5.0 - RATES, CONT'D.

5.2 Z-Line Business Plus Service

5.2.2 Z-Line Business Plus Toll Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.3 Z-Line Business Plus Toll Free Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.4 Travel Card Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.5 Business Network Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

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SECTION 5.0 - RATES, CONT'D.

5.2 Z-Line Business Plus Service

5.2.6 Remote Call Forwarding (RCF) Service

A. Usage Charges

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.2 of this tariff).

B. Monthly Recurring Charge

| | | | |
|-----------|------------|------------------|-----|
| | <u>SBC</u> | <u>Century</u> | (N) |
| | | <u>Telephone</u> | (N) |
| Per line: | \$15.00 | \$15.00 | |

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SECTION 5.0 - RATES, CONT'D.

5.3 Stand Alone Local Exchange Service

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

| | | |
|---------------------------------------------------|------------------|-----|
| Stand Alone Service: | <u>Per Month</u> | |
| Primary Line | \$32.49 | |
| | | |
| Service Connection Fee, one-time charge per line: | | |
| Primary Line | \$69.99 | (T) |
| | | (D) |
| | | (D) |

* Material now appearing on this page previously found on Original Page 1.1, Section 5.

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SECTION 5.0 - RATES, CONT'D.

5.4 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

| | <u>Residence</u> | <u>Business</u> | |
|--------------------------------------------|------------------|-----------------|-----|
| <u>Service Order Charges</u> | | | |
| Primary Service Connection Charge | * | * | |
| Secondary Service Connection Charge | * | * | |
| Transfer of Service Charge, Primary Line | \$69.99 | \$49.99 | |
| Transfer of Service Charge, Secondary Line | \$55.00 | \$49.99 | |
| Technician Dispatch Charge | \$69.99 | \$200.00 | |
| Service Order Charge | N/A | \$9.99 | |
| Toll Free Directory Listing | N/A | \$10.00 | |
| Missed Appointment Charge | N/A | \$100.00 | (D) |
| <u>Change Order Service Charges</u> | | | |
| Feature or Feature Pack Change Order | \$9.99 | \$9.99 | |
| Toll Restriction Fee Order | \$9.99 | \$9.99 | |
| Telephone Number Change Order | \$9.99 | \$9.99 | |
| Long Distance Minutes Pack Change Order | \$9.99 | \$9.99 | |
| Listing Change Charge | \$9.99 | \$9.99 | |
| Home Edition Change Charge | \$9.99 | N/A | |
| <u>Record Change</u> | No charge | No charge | |
| <u>Miscellaneous Charges</u> | | | |
| Duplicate Invoice | \$5.00 | \$5.00 | |
| Call Detail Report | \$5.00 | \$5.00 | |

* Service Connection charges are listed with the rates for each specific service tariffed.

SECTION 5.0 - RATES, CONT'D.

5.4 Service Order and Change Charges, (Cont'd.)

5.4.1 Reserved For Future Use

5.5 Restoration of Service

| | <u>Residence</u> | <u>Business</u> |
|---------------|------------------|-----------------|
| Per occasion: | \$35.00 (I) | \$49.99 |

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SECTION 5.0 - RATES, CONT'D.

5.6 Optional Calling Features

A. Rates

| FEATURE | Residential Charge | Maximum Monthly Charge | Business Charge | Maximum Monthly Charge |
|--------------------------------------------|--------------------|------------------------|-----------------|------------------------|
| Call Tracing - per use | \$6.00 | n/a | \$6.00 | n/a |
| Auto Redial, (*66) - per use | \$0.75 | \$6.00 | \$0.75 | \$6.00 |
| Three-Way Calling | \$0.75 | \$6.00 | \$0.75 | \$6.00 |
| Call Return, (*69) - per use | \$0.75 | \$6.00 | \$0.75 | \$6.00 |
| Calling Number Delivery Blocking, Per Line | No Charge | No Charge | No Charge | No Charge |
| Calling Number Delivery Blocking, Per Call | No Charge | No Charge | No Charge | No Charge |

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SECTION 5.0 - RATES, CONT'D.

5.7 Directory Assistance Services

5.7.1 Directory Assistance

A. Rates

A maximum of two requests will be allowed per call. Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator including requests for listings that are non-published, non-listed or not found.

| | Per query charge | | |
|----------------------------------------------------------------|--------------------|-----------------|-----|
| | Residential | Business | (N) |
| Basic Directory Assistance | | | |
| Direct dialed | \$0.99 (I) | \$0.51 | |
| Billed to third number, special billing number or Calling Card | | | |
| Initial query | \$1.04 | \$1.04 | |
| Additional query | \$0.51 | \$0.51 | |
| National Directory Assistance | | | |
| Sent-Paid | \$1.25 (I) | \$1.02 | |
| Alternately Billed | \$1.25 (I) | \$1.10 | |
| PVA - Directory Assistance | \$0.43 | \$0.43 | |

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SECTION 5.0 - RATES, CONT'D.

5.7 Directory Assistance Services, Cont'd.

5.7.2 Directory Assistance Call Completion

A. Rates

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

| | |
|----------------|---------------------------------|
| Rate Per Call: | <u>Per Call Basis</u> \$0.30 |
|----------------|---------------------------------|

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SECTION 5.0 - RATES, CONT'D.

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5.8 Local Operator Service

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

5.8.1 Local and IntraLATA Per Call Service Charges:

| | <u>Rate per call</u> |
|--------------------------|----------------------|
| Calling Card | |
| Non-Automated | \$1.15 |
| Semi-Automated | \$0.70 |
| Fully-Automated | \$0.35 |
| Collect | |
| Non-Automated | \$1.15 |
| Semi-Automated | \$0.95 |
| Fully-Automated | \$0.75 |
| Billed to a Third Number | |
| Non-Automated | \$1.15 |
| Semi-Automated | \$0.95 |
| Fully-Automated | \$0.75 |
| Person-to-person | |
| Non-Automated | \$2.55 |
| Semi-Automated | \$2.15 |

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SECTION 5.0 - RATES, CONT'D.

5.9 Busy Line Verification and Line Interrupt Service

5.9.1 Rates

| | <u>Per call</u> | |
|-------------------------------------|-----------------|-------|
| Busy Line Verification, per request | \$2.25 | (I) |
| Emergency Interruption | \$3.00 | (I/T) |

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SECTION 5.0 - RATES, CONT'D.

5.10 Directory Listing Service

5.10.1 Rates and Charges

| | <u>Monthly Rate</u> |
|------------------------------------|---------------------|
| Primary Listings | \$0.00 |
| Additional Listings | |
| Residence | \$2.00 |
| Business | \$2.00 |
| Alternate Listings | |
| Residence | \$2.00 |
| Business | \$2.00 |
| Extra Lines | |
| Residence | \$2.00 |
| Business | \$2.00 |
| Nonlisted Service | \$2.00 |
| Nonpublished Service | \$2.00) |
| Toll-Free Directory Listings, each | |
| Residence | N/A |
| Business | \$15.00 |
| Straight Line Under Listings, each | |
| Residence | N/A |
| Business | \$2.00 |
| Captions and Subcaptions Listings | |
| Residence | N/A |
| Business | \$2.00 |

(N)
 - - -
 (N)

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 5.4 of this tariff.

SECTION 5.0 - RATES, CONT'D.

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5.11 Toll Restriction

5.11.1 Rates

| | <u>Business</u> | <u>Residence</u> |
|-------------------------------------------------|-----------------|------------------|
| Monthly Rate | \$20.00 | \$3.00 |
| Nonrecurring Charge | \$ 5.50 | \$4.75 |
| Installation when adding to an existing line | \$ 2.75 | \$2.75 |

5.12 900 Call Restriction

5.12.1 Rates

| | |
|-----------|-----------------------------|
| Residence | No Charge |
| Business | \$18.25 Nonrecurring Charge |

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SECTION 5.0 - RATES, CONT'D.

Missouri Public
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5.13 Carrier Presubscription

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5.13.1 Presubscription Charges

A. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port: \$5.00

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SECTION 5.0 - RATES, CONT'D.

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5.14 Intercept Referral Service

5.14.1 Rates and Charges

The charges shown below are Nonrecurring. No other charges apply except for those listed in this Section.

Basic Intercept Referral Service

No charge

Special Intercept Referral Service

| | <u>Up to 90 days</u> | <u>91-180 days</u> | <u>181-365 days</u> |
|-----------------------------|----------------------|--------------------|---------------------|
| Location Intercept Referral | \$48.00 | \$96.00 | \$144.00 |
| Multiple Intercept Referral | | | |
| Fully Automated | \$66.00 | \$132.00 | \$198.00 |
| Operator Handled | \$108.00 | \$216.00 | \$324.00 |
| Name Intercept | \$48.00 | \$96.00 | \$144.00 |

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SECTION 5.0 - RATES, CONT'D.

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5.14 Intercept Referral Service, (Cont'd.)

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5.14.1 Reserved For Future Use

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SECTION 5.0 - RATES, CONT'D.

5.15 Public Telephone Surcharge

| | Residential | Business |
|---------------|--------------------|-----------------|
| Rate Per Call | \$0.60 (I) | \$0.30 |

5.16 Z-Tel Referral Program

| | |
|-----------------|---------|
| Referral Credit | \$20.00 |
|-----------------|---------|

SECTION 5.0 - RATES, CONT'D.

5.15 Public Telephone Surcharge

| | Residential | Business | |
|---------------|--------------------|-----------------|-----|
| Rate Per Call | \$0.47 (I) | \$0.30 | (N) |

5.16 Z-Tel Referral Program

| | |
|-----------------|---------|
| Referral Credit | \$20.00 |
|-----------------|---------|

SECTION 6.0 - ACCESS SERVICES

Missouri Public
Service Commission

6.1 General

REC'D APR 12 2000

Rates and regulations for the Company's Access Services may be found in the Company's P.S.C. MO. No. 3.

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SECTION 7.0 - SPECIAL ARRANGEMENTS Missouri Public Service Commission

7.1 Individual Case Basis (ICB) Arrangements

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Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB rates will be structured to recover the Company's cost of providing the service. Terms of specific ICB arrangements will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

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SECTION 8.0 - PROMOTIONAL OFFERINGS

**Missouri Public
Service Commission**

8.1 Special Promotions

REC'D JUL 02 2001

8.1 General

The telephone company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing Services. Such promotional service offerings shall be subject to specific dates, times, and/or locations, and shall be subject to prior notification to and approval by the Commission.

8.2 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.

8.3 \$20 Credit

To incent potential customers to purchase any Home Edition Service, Z-Tel will offer a one-time \$20 credit to Customers who presubscribe to any Home Edition Service. The \$20 credit will be applied to the Home Edition monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the Company's web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new Customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

8.4 Reserved For Future Use

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SECTION 8.0 - PROMOTIONAL OFFERINGS

8.1 Special Promotions, (Cont'd.)

8.5 Winback Promotion

In order to win back previous Z-Tel Home Edition Customers who have discontinued service, the Company will offer a credit on the Customer's bill if the Customer subscribes again to any Z-Tel Home Edition Service. The credit will consist of paying any past balance due Z-Tel from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

8.6 Z-Line Business Plus Promotion

Beginning May 19, 2004 and continuing through June 19, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Z-Tel's Business Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed Business Plus Service line. The commitment for this service will be in writing. A contract term is not required. The per minute rates associated with this service will be billed at the tariffed rate.

8.7 Business Simplicity - Free Months Promotion

Beginning with the effective date of this filing, (May 19, 2004) and continuing through June 30, 2004, new Z-Tel Customers who subscribe to Business Simplicity Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

One (1) year term commitment Customers will receive a credit for all primary and additional lines presubscribed to this service for the 6th month of service. The credit will appear on the month 7 invoice.

Customers who subscribe for a two (2) year term commitment will receive a credit for all primary and additional lines presubscribed to this service for the 6th and 18th months of service. The credit will appear on the month 7 and month 19 invoices respectively.

Lines that are disconnected prior to the end of the term of the contract will have a \$150.00 per line termination penalty unless a replacement line is put in place at the same time, as in the case of a move.

(N)

(N)

SECTION 8.0 - PROMOTIONAL OFFERINGS

8.1 Special Promotions, (Cont'd.)

8.8 Z-LineHOME 1st and 6th Month Free Promotion

(N)

New Z-Tel Customers who subscribe to Z-LineHOME Unlimited, Select with PVA or Basic with PVA service plans will have their 1st and 6th month's Monthly Recurring Charge (MRC)¹ waived for the primary line. Customers must make timely payment of their Monthly Recurring Charges through the 5th month of service in order to retain eligibility for the waiver of the MRC in the 6th month.

This promotion is available from November 5, 2004 until November 1, 2005.

(N)

¹ Taxes and regulatory surcharges and fees and services billed on a usage basis are not included.

(N)

SECTION 9.0 - CUSTOMER INFORMATION BULLETIN

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9.1 At the time of sale when the residential customer signs up for service, the Company provides each customer a Customer Information Bulletin which contains an itemized account of the charges for the equipment and service for which the customer has contracted and other information. This shall be hand delivered to the customer, the form of which will be as follows:

IMPORTANT CUSTOMER INFORMATION FOR YOUR REVIEW

Rights and Responsibilities of Missouri Residential Telephone Customers

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

Your Telephone Bill

You'll receive a telephone bill from us each month. Z-Tel provides basic local exchange services and basic local exchange service bundled with long distance and other nonregulated services. The Company does not require a deposit for service. Payment in full is due within 30 days of the date of the bill. If we do not receive your payment your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to Z-Tel Communications, Inc. and may be made in the form of a Money Order, personal check or Certified Check. If you are temporarily having difficulty paying your telephone bill, please call Z-Tel Communications, Inc. at (800)-511-4572 24 hours a day, 7 days a week. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent to you at least ten days prior to the date of the proposed discontinuance.

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SECTION 9.0 - CUSTOMER INFORMATION BULLETIN, CONT'D.

REC'D APR 12 2000

Disconnection or Suspension of Telephone Service

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days, and if you are reconnected within that time the charge is only \$15.11. If the reason for suspension has not been resolved within the 5 day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a Processing Fee of \$49.99.

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

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until Z-Tel has notified you in writing at least ten (10) days in advance of the suspension or discontinuance. Additionally, Z-Tel Communications, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due, including calls to 900 numbers, and long distance calls billed to the number.
6. The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

Re-Connection of Service

After local telephone service has been suspended or disconnected, Z-Tel Communications, Inc. will restore your service when the reason for suspension or disconnection has been remedied. Before restoring your service, the following will be required:

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SECTION 9.0 - CUSTOMER INFORMATION BULLETIN, CONT'D.

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1. Payment for all undisputed amounts must be received by Z-Tel Communications, Inc. or its authorized Agent.
2. The Processing Fee of \$49.99 must be paid again if your service has been disconnected. The processing fee will NOT be charged if your service has been suspended. If your service has been suspended you will be charged however, a Re-connection fee of \$15.11. Re-connection must be made during the five day suspension period.

Procedures for Handling Billing Questions, other Inquiries and Complaints

Questions about your bill and other telephone inquiries may be made directly by calling Z-Tel Communications, Inc. twenty-four (24) hours a day, seven (7) days a week by dialing 1-800-511-4572. Written inquiries may be directed by fax to: (813) 233-4620. Written inquiries may also be directed to:

Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

Filing a Complaint with the Missouri Public Service Commission

If Z-Tel Communications, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Suite 100, Jefferson City, Missouri 65102, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: 200 Madison Street, Suite 100, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Suite 600, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

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