

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (18) Billed Revenue Marketing Information System (BRMIS) Interface is the transmission of marketing information to the customer for business end users who receive bills from the Telephone Company for the customer's services or products.
- (19) Market Analysis of Revenue and Customers (MARC) Interface is the transmission of marketing information to the customer for residential end users who receive bills from the Telephone Company for the customer's services or products.

(B) Undertaking of the Telephone Company

- (1) When Bill Processing is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (2) through (12) and (15) through (18) following at Rates and Charges set forth in 8.2.1 (G) following. The Telephone Company will establish an end user account with any customer balance due.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

(18) Billed Revenue Marketing Information System (BRMIS) Interface is the transmission of marketing information to the customer for business end users who receive bills from the Telephone Company for the customer's services or products.

(19) Market Analysis of Revenue and Customers (MARC) Interface is the transmission of marketing information to the customer for residential end users who receive bills from the Telephone Company for the customer's services or products.

(B) Undertaking of the Telephone Company

(1) When Bill Processing is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (2) through (12) and (15) through (18) following at rates and charges set forth in 8.2.1 (G) following. The Telephone Company will establish an end user account with any customer balance due.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) (Cont'd)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in 8.2.1(G) following.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Recording and Message Processing Service as set forth in 8.1 preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) (Cont'd)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in 8.2.1(G) following.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Recording and Message Processing Service as set forth in 8.1 preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(3) (Cont'd)

the standard format established by the Telephone Company. Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.2.1(G)(17) and (18) following apply for the hours required to design, develop, test and maintain the necessary programs. The recording, editing and assembly, and rating charges, as set forth in 8.1.7(A), (F) and (G) preceding, applies in addition to all other charges for rated customer messages converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change. If the customer requests the customer provided rated messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in 8.2.1(G) following will apply.

(4) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

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the standard format established by the Telephone Company. Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.2.1(G)(17) and (18) following apply for the hours required to design, develop, test and maintain the necessary programs. The recording, editing and assembly, and rating charges, as set forth in 8.1.7(A), (F) and (G) preceding, applies in addition to all other charges for rated customer messages converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change. If the customer requests the customer provided rated messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in 8.2.1(G) following will apply.

(4) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from a customer, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis. Program development charges, as set forth in 8.2.1(G)(17) and (18) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the customer services.
- (6) The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the customer as set forth in 8.2.2 following.
- (7) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in 8.4 following.
- (8) The Telephone Company will, provide message-billed Bill Processing Service with inquiry and bulk-billed Bill Processing Service with inquiry. The Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of customer's service charges, except customer deposits prior and customer balances due from end users, in accordance with written instructions furnished by the Customer.
- (9) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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(B) Undertaking of the Telephone Company (Cont'd)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (10) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in 8.2.1(G) following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the rated customer messages which cannot be billed to an end user will be reviewed for unauthorized use of customer service by the Telephone Company message investigation groups for a period of up to 90 days after the rated customer message was processed.
- (11) The Telephone Company will post rated customer messages to the appropriate end user account when it identifies a customer message to be billed to an end user. The Telephone Company will bill to an end user other customer message-billed service charges, such as blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (12) The Telephone Company will establish an end user account for customer bulk-billed service when it receives an order from a customer to perform such activity for a specific end user. The Telephone Company will bill customer bulk-billed rate elements, when it receives an order for such services from an customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.
- (13) Where the rates for customer services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.
- (14) The Telephone Company will provide Billing Services under a Special Order. The format of this Special Order will be specified by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (15) Bill Messaging content is subject to approval by the Telephone Company.
- (a) Marketing Message - where appropriate software exists in the customer's system, the customer can direct the message to the appropriate end user. The Telephone Company will direct the message to the appropriate end user for those customers that do not have the appropriate software.
- (b) Comparative Messaging - this messaging capability requires the development of commercial software within the Telephone Company's system to establish selectivity for printing this message, based on the end user's billing activity and/or usage of the Carriers Service. The Telephone Company's costs for development of the software is recovered under the rates identified in the tariff for Program Development Charges.
- (16) Bill Insert Service - Bill Inserts will only be provided to end users which have presubscribed (PIC'd) their account to the particular customer. Bill Insert Service is only available at the customer's request and for those customers that have ordered Bill Processing Service and where the Telephone Company provides these services to 80% or more of the customer's PIC'd residential customer bases. The customer is responsible for delivering the Bill Inserts in accordance with Company insert stock restrictions and to the location specified by the Company. Content of Bill Inserts is subject to approval by the Telephone Company.

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(B) Undertaking of the Telephone Company (Cont'd)

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(b) Comparative Messaging - this messaging capability requires the development of commercial software within the Telephone Company's system to establish selectivity for printing this message, based on the end user's billing activity and/or usage of the Carriers Service. The Telephone Company's costs for development of the software is recovered under the rates identified in the tariff for Program Development Charges.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (17) Inquiry Support Service for those instances where a customer assumes responsibility for the performance of customer inquiry functions, (for customer services and application of credits and adjustments to end user accounts). Inquiry Support Services comprises the following specific functions:
- (a) Response to questions from the customer's service centers relating to the bill issued by the Telephone Company, for the purpose of either verifying information on the bill or acquiring information not on the bill or previously provided, in support of an inquiry by the end user to the customer:
  - (b) Receipt and processing of paper memorandums from the customer for the purpose of applying adjustments to end user accounts and providing confirmation to the customer that the adjustment has been processed:
  - (c) Performance of post-billing message investigation as requested by the carrier.
- (18) The Telephone Company will provide Record Keeping to the customer for all end users for which the Telephone Company provides Bill Rendering and Bulk-Billed Rendering services to the customer. End User customer will not reflect any previous balances due for carrier services.

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Bill Processing Service is as follows:

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(17) Inquiry Support Service for those instances where a customer assumes responsibility for the performance of customer inquiry functions, (for customer services and application of credits and adjustments to end user accounts). Inquiry Support Services comprises the following specific functions:

(a) Response to questions from the customer's service centers relating to the bill issued by the Telephone Company, for the purpose of either verifying information on the bill or acquiring information not on the bill or previously provided, in support of an inquiry by the end user to the customer:

(b) Receipt and processing of paper memorandums from the customer for the purpose of applying adjustments to end user accounts and providing confirmation to the customer that the adjustment has been processed:

(c) Performance of post-billing message investigation as requested by the carrier.

(18) The Telephone Company will provide Record Keeping to the customer for all end users for which the Telephone Company provides Bill Rendering and Bulk-Billed Rendering services to the customer. End User customer will not reflect any previous balances due for carrier services.

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Bill Processing Service is as follows:

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (1) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding.

If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be estimated as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided to a customer, the Telephone Company will make every reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer.
- (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service.

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8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

(1) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding.

If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be estimated as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

(2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided to a customer, the Telephone Company will make every reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer.

(3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (4) In the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company.

(D) Obligations of the Customer

- (1) The customer shall order Bill Processing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

At the time Bill Processing Service is initially ordered, the customer shall order the service for a minimum of 18 calendar months. There-after, upon six months' written notice, additional service may be ordered for one calendar year at the Rates and Charges as set forth in 8.2.1(G) following. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services for another calendar year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in 8.2.1(G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

- (2) When Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for the calendar year or fraction thereof, an

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

(4) In the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company.

(D) Obligations of the Customer

(1) The customer shall order Bill Processing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

At the time Bill Processing Service is initially ordered, the customer shall order the service for a minimum of 18 calendar months. Thereafter, upon six months' written notice, additional service may be ordered for one calendar year at the rates and charges as set forth in 8.2.1(G) following. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services for another calendar year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in 8.2.1(G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(2) (Cont'd)

estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed. The customer, at its option, may order additional message capacity required to bill the additional messages subject to the Subscription Period of service of one full calendar year (at the additional level of capacity ordered).

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for each calendar year or fraction thereof, an estimate of the number of end user bills (bill capacity) for which billing is to be provided.

- (3) The customer shall furnish all information necessary for the Telephone Company to provide the Bill Processing Service, including any per month service charges applicable to an end user and an affidavit that states whether the customer service is subject to any Federal taxes and/or State taxes.
- (4) Reserved For Future Use
- (5) The customer shall be responsible for all contact and arrangements, including customer deposits and prior customer balances due from end users, with its end users concerning the provision and maintenance of the customer's service.
- (6) The customer shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of end user questions about bills.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(2) (Cont'd)

estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed. The customer, at its option, may order additional message capacity required to bill the additional messages subject to the subscription period of service of one full calendar year (at the additional level of capacity ordered).

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

- (7) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (8) When the customer furnishes recorded and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.
- (9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's services for which the Telephone Company provides billing for the customer. The customer will notify its end users through its tariffs or other means that the Telephone Company will collect customer service deposits. The customer will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect end user service deposits.

(E) Payment Arrangements and Audit Provision

(1) Audit Provision

Upon written notice by the customer to the Telephone Company, the customer shall have the right, through its authorized representative, to examine and audit, during normal business hours and at reasonable intervals determined by the Telephone Company, all such records and accounts as may under recognized accounting

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(7) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.

(8) When the customer furnishes recorded and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(E) Payment Arrangements and Audit Provision (Cont'd)(1) Audit Provision (Cont'd)

practices contain information bearing upon the amount payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

(2) Subscription Period

The Subscription Period for which Bill Processing Service is provided and for which charges apply is 18 months. If the customer orders Bill Processing Service to begin on other than January 1, the Subscription Period expires one year from the subscription date.

If the service is discontinued prior to the end of the period ordered, monthly charges as specified in (3) following apply for each remaining month and fraction of a month.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(1) Audit Provision (Cont'd)

practices contain information bearing upon the amount payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Monthly Charges

Bill Processing Service is subject to Minimum Monthly Charges. For message-billed service processing, the minimum monthly charge is the product of one-twelfth of the largest message capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D) (2) preceding and the message-billed service processing rate times 0.5 for each month of the period ordered. For invoice billing and collection processing, the minimum monthly charge is the product of one-twelfth of the largest bill capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the invoice billing and collection processing rate times .75.

(4) Cancellation of a Special Order

A customer may cancel a Special Order for Bill Processing Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within ten days.

When a customer cancels a Special Order for Bill Processing Service after the date the Telephone Company is scheduled to enter the initial order details into its

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Monthly Charges

Bill Processing Service is subject to minimum monthly charges. For message-billed service processing, the minimum monthly charge is the product of one-twelfth of the largest message capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the message-billed service processing rate times 0.5 for each month of the period ordered. For invoice billing and collection processing, the minimum monthly charge is the product of one-twelfth of the largest bill capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the invoice billing and collection processing rate times .75.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(4) Cancellation of a Special Order (Cont'd)

order distribution system, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes to Special Orders

When a customer requests changes to a pending Special Order for Bill Processing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

- (1) The Bill Processing Service message charges apply to all messages billed by the Telephone Company. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.
- (2) During any monthly period in which the actual customer messages or invoices billed exceeds by 50% of one-twelfth of the capacity ordered by the customer, additional charges apply. For message-billed service processing, the additional message-billed service processing charge applies to all messages exceeding one-twelfth of the message capacity ordered. For invoice billing and collection processing, the additional invoice billing and collection processing charge applies to all invoices exceeding one-twelfth of the bill capacity ordered.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

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(E) Payment Arrangements and Audit Provision (Cont'd)

(4) Cancellation of a Special Order (Cont'd)

order distribution system, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes to Special Orders

When a customer requests changes to a pending Special Order for Bill Processing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

(1) The Bill Processing Service message charges apply to all messages billed by the Telephone Company. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.

(2) During any monthly period in which the actual customer messages or invoices billed exceeds by 50% of one-twelfth of the capacity ordered by the customer, additional charges apply. For message-billed service processing, the additional message-billed service processing charge applies to all messages exceeding one-twelfth of the message capacity ordered. For invoice billing and collection processing, the additional invoice billing and collection processing charge applies to all invoices exceeding one-twelfth of the bill capacity ordered.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The customer, at its option, may order additional message or bill capacity required to bill the additional messages subject to the subscription period and Minimum Monthly Charges as set forth in (E)(2) and (E)(3) preceding.

(3) The invoice billing and collection processing message-billed service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing message-billed service charge times 0.5 applies each month.

(4) An invoice billing and collection processing bulk-billed service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing bulk-billed service charge times 0.5 applies each month.

(5) The end user account activity charge applies whenever an end user account is established or changed pursuant to a customer order or whenever a nonrecurring or recurring customer rate element is added or changed in the account.

An end user account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

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8. Billing and Collection Services (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

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(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The customer, at its option, may order additional message or bill capacity required to bill the additional messages subject to the subscription period and minimum monthly charges as set forth in (E)(2) and (E)(3) preceding.

(3) The invoice billing and collection processing message-billed service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing-message-billed service charge times 0.5 applies each month.

(4) An invoice billing and collection processing bulk-billed service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing bulk-billed service charge times 0.5 applies each month.

(5) The end user account activity charge applies whenever an end user account is established or changed pursuant to a customer order or whenever a nonrecurring or recurring customer rate element is added or changed in the account.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (6) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (7) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (8) The Marketing Message charge applies for all invoices processed by the Telephone Company, whether they are included on the invoice or not.
- (9) In the event the carrier requests data for Message Investigation that has previously been successfully provided by the Telephone Company, the data will be provided at a charge.

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (6) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (7) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>
(1) Message-billed processing, - per customer message	ICB
(2) Message Inquiry - per customer message	ICB
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	ICB

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>	
(1) Message-billed processing, - per customer message	ICB	(C)
(2) Message Inquiry - per customer message	ICB	(C)
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	ICB	(C)

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November 30, 1999

Richard D. Lawson  
State Executive, External Affairs

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

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The rates and charges are:

	<u>Rates</u>
(1) Message-billed processing, - per customer message	\$.0243
(2) Message Inquiry - per customer message	\$.0083
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	\$.0024

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**MO. PUBLIC SERVICE COMM.**

ISSUED:  
September 17, 1992

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Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(4) Inquiry Support Service - per customer message	ICB
(5) Bulk-billed processing, - per customer message	ICB

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Director - State Regulatory  
5454 W. 110th Street  
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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	
(4) Inquiry Support Service - per customer message	ICB	(C)
(5) Bulk-billed processing, - per customer message	ICB	(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(4) Inquiry Support Service -per customer message	\$ .00176
(5) Bulk-billed processing, -per customer message	\$ .0062

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(6) Bulk-billed Inquiry	
- per customer bill	ICB
(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,	
- per customer	ICB

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	
(6) Bulk-billed Inquiry		
- per customer bill	ICB	(C)
(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,		
- per customer	ICB	(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(6) Bulk-billed Inquiry

- per customer bill \$4.75

(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,

- per customer message \$.0006

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed service,

- per bill rendered for an end user account

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed  
service,

- per bill rendered for  
an end user account

ICB (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed  
service,

- per bill rendered for  
an end user account

\$ .2016

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

		<u>Rates</u>
(10)	Bill rendering, bulk-billed service,	
	- per bill rendered for an end user account	ICB
(11)	Additional bill rendering, message-billed service, above the bill capacity ordered and allowance specified,	
	- per bill rendered for an end user account	ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(10) Bill rendering, bulk-billed  
service,

- per bill rendered for an  
end user account

ICB (C)

(11) Additional bill rendering,  
message-billed service,  
above the bill capacity  
ordered and allowance  
specified,

- per bill rendered for  
an end user account

ICB (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

**MO. PUBLIC SERVICE COMM**

(G) Rates and Charges (Cont'd)

Rates

(10) Bill rendering, bulk-billed service,

- per bill rendered for an end user account

\$ .2016

(11) Additional bill rendering, message-billed service, above the bill capacity ordered and allowance specified,

- per bill rendered for an end user account

\$ .0202

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

		<u>Rates</u>
(12)	Additional bill rendering, bulk-billed service, above the bill capacity ordered and allowance specified,	
	- per bill rendered for an end user account	ICB
(13)	Retention of records under accounting orders,	
	- per order per month	ICB

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5454 W. 110th Street  
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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(12) Additional bill rendering,  
bulk-billed service, above  
the bill capacity ordered  
and allowance specified,

- per bill rendered for  
an end user account

ICB (C)

(13) Retention of records under  
accounting orders,

- per order per month

ICB

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM.**

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(12) Additional bill rendering,  
bulk-billed service, above  
the bill capacity ordered  
and allowance specified,

- per bill rendered for  
an end user account

\$.0202

(13) Retention of records under  
accounting orders,

- per order per month

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(14) End user account activity, special order charge to receive end user account data	
- per special order	ICB
(15) End user account activity, end user account establishment or change,	
- per separate customer request	ICB

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Director - State Regulatory  
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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(14) End user account activity,  
special order charge to receive  
end user account data

- per special order

ICB

(15) End user account activity,  
end user account establishment  
or change,

- per separate customer request

ICB

(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(14) End user account activity,  
special order charge to receive  
end user account data

- per special order

ICB

(15) End user account activity,  
end user account establishment  
or change,

- per separate customer request

\$12.00

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.	
- per separate customer	ICB
(17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force).	ICB
(18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force).	ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.

- per separate customer ICB (C)

(17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force).

ICB (C)

(18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force).

ICB (C)

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

- (16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.  
- per separate customer \$5.00
- (17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force). \$75.00
- (18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force). \$110.00

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Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(19) Bill Messaging	
(a) Marketing Message, per message, per bill	ICB
(b) Comparative Message, per message, per bill	ICB
(20) Bill Insert Service, per insert, per bill	
Bill Insert Volumes*	
1 to 5,000	ICB
5,001 to 20,000	ICB
20,001 to 75,000	ICB
75,001 to 150,000	ICB
150,001 to 300,000	ICB
Greater than 300,000	ICB

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping, - per customer account	ICB
(22) Manual Exchange Carrier (EC) Memo, - per EC Memo	ICB
(23) Mechanized Exchange Carrier (EC) Memo, - per EC Memo	ICB
(24) Pre-Billing Message Investigation per - bill processed message	ICB
(25) Billing Inquiry And Collection (BAC) - Interface, per customer account	ICB

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	(T)
(19) Bill Messaging		
(a) Marketing Message, per message, per bill	ICB	(C)
(b) Comparative Message, per message, per bill	ICB	(C)
(20) Bill Insert Service, per insert, per bill		
Bill Insert Volumes*		(T)
1 to 5,000	ICB	(C)
5,001 to 20,000	ICB	(C)
20,001 to 75,000	ICB	(C)
75,001 to 150,000	ICB	(C)
150,001 to 300,000	ICB	(C)
Greater than 300,000	ICB	(C)

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping, - per customer account	ICB	(C)
(22) Manual Exchange Carrier (EC) Memo, per EC Memo	ICB	(C)
(23) Mechanized Exchange Carrier (EC) Memo, per EC Memo	ICB	(C)
(24) Pre-Billing Message Investigation per bill processed message	ICB	(C)
(25) Billing Inquiry And Collection (BAC) Interface, per customer account	ICB	(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

(19) Bill Messaging

(a) Marketing Message, per message, per bill \$ .025

(b) Comparative Message, per message, per bill \$ .03

(20) Bill Insert Service, per insert, per bill

Bill Insert Volumes*	Rates
1 to 5,000	\$600.00 flat fee
5,001 to 20,000	\$ .11 per insert
20,001 to 75,000	\$ .10 per insert
75,001 to 150,000	\$ .09 per insert
150,001 to 300,000	\$ .08 per insert
Greater than 300,000	\$ .07 per insert

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping,  
-per customer account \$ .035

(22) Manual Exchange Carrier (EC) Memo,  
per EC Memo \$ 2.00

(23) Mechanized Exchange Carrier (EC) Memo,  
per EC Memo \$ .25

(24) Pre-Billing Message Investigation per  
bill processed message \$ .0025

(25) Billing Inquiry And Collection (BAC)  
Interface, per customer account \$ .05

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~~October 21, 1992~~

**NOV 7 1992**

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

		<u>Rates</u>
(G)	<u>Rates and Charges (Cont'd)</u>	
(26)	Billed Revenues Marketing Information - System (BRMIS) Interface, per account	ICB
(27)	Market Analysis of Revenue and Customers - (MARC), per account	ICB

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The Purchase of Accounts Receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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March 30, 2007

Mark D. Harper  
Director - State Regulatory  
5454 W. 110th Street  
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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

Rates (T)

(G) Rates and Charges (Cont'd)

(26) Billed Revenues Marketing Information System (BRMIS) Interface, per account	ICB	(C)
(27) Market Analysis of Revenue and Customers (MARC), per account	ICB	(C)

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The purchase of accounts receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM**

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

- (26) Billed Revenues Marketing Information System (BRMIS) Interface, per account \$ .035
- (27) Market Analysis of Revenue and Customers (MARC), per account \$ .035

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The purchase of accounts receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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By *1st RP 487*  
**Public Service Commission  
MISSOURI**

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**MO. PUBLIC SERVICE COMM.**

ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
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**NOV 7 1992**



ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

The Telephone Company's purchase of a customer's accounts receivable shall be with Recourse Adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each customer for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make Recourse Adjustments to the Total Current Amount Billed as follows:

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, under terms mutually agreed to by both the customer and the

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.2 Purchase of Accounts Receivable (Cont'd)

The Telephone Company's purchase of a customer's accounts receivable shall be with recourse adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each customer for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make recourse adjustments to the Total Current Amount Billed as follows:

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, under terms mutually agreed to by both the customer and the

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(1) End User Adjustments (Cont'd)

Telephone Company, the Telephone Company may subtract from the Total Current Amount Billed an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users that are unpaid and have been added to the uncollectible accounts of the Telephone Company. The Telephone Company will perform periodic studies to adjust the customer uncollectible factor for end user payment experience.

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## ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)8.2.2 Purchase of Accounts Receivable (Cont'd)(B) Recourse Adjustments (Cont'd)(1) End User Adjustments (Cont'd)

Telephone Company, the Telephone Company may subtract from the Total Current Amount Billed an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users that are unpaid and have been added to the uncollectible accounts of the Telephone Company. The Telephone Company will perform periodic studies to adjust the customer uncollectible factor for end user payment experience.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer

- (1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day, except as provided herein, the Telephone Company will remit payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or National Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

- (2) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 31 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer

(1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day, except as provided herein, the Telephone Company will remit payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or National Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

(2) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 31 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

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September 17, 1992

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or
- (b) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account.

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

(a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or

(b) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account.

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.2 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

8.3 Billing Analysis Service

At the request of a customer, the Telephone Company upon reasonable notice and with reasonable effort will provide Billing Analysis Service for detection, investigation and deterrence of billing evasion activities.

The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications services.

Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and customer service offerings, and unauthorized use of Telephone Company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.2 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

8.3 Billing Analysis Service

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The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications services.

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8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

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Missouri Public  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.1 General Description (Cont'd)

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

8.3.2 Undertaking of the Telephone Company

- (A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the customer the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at Rates and Charges as set forth in 8.3.7 following.
- (B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from a customer specifying the central office where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multi-frequency signals may be undertaken at the request of the authorized Security representative of the customer to meet the needs of the customer. Such special construction will be provided as set forth in Section 14. of this tariff.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.1 General Description (Cont'd)

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

8.3.2 Undertaking of the Telephone Company

(A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the customer the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at rates and charges as set forth in 8.3.7 following.

(B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from a customer specifying the central office where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multi-frequency signals may be undertaken at the request of the authorized Security representative of the customer to meet the needs of the customer. Such special construction will be provided as set forth in Section 14. of this tariff.

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BY: John L. Roe  
Vice President - Administration  
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Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

- (1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.
- (2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout and sent to the authorized

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Mark D. Harper  
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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

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8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.

(2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout and sent to the authorized (C)

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ISSUED:  
February 16, 1999

Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.

(2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout or microfiche at the discretion of the

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MISSOURI

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Security representative of the customer by registered first class U.S. Mail service. However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

(C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the customer specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided may include the provision of an identification report, collection of evidence, provision of a detection and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, assistance to law enforcement agencies and provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an customer's billing evasion control programs.

(1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the customer's service in a report to the authorized Security representative of the customer for each line or billing evasion activity specified by the customer.

ISSUED:  
March 30, 2007

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Director - State Regulatory  
5454 W. 110th Street  
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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

MO. PUBLIC SERVICE COMM

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Security representative of the customer by registered first class U.S. Mail service. (C)  
However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

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Service Commission

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ISSUED:  
February 16, 1999

Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

**MO. PUBLIC SERVICE COMM.**

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

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By *LSRS #495*  
Public Service Commission  
MISSOURI

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**MO. PUBLIC SERVICE COMM.**

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September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
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~~September 17, 1992~~  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (2) Collection of evidence is the gathering of information pertinent to the line, message, or party associated with the billing evasion activity specified by the authorized Security representative of the customer. Collection of evidence includes a written notification to the authorized Security representative of the customer of the results of such gathering efforts. The Telephone Company will determine the information provided in the written notification.
- (3) Subject to the agreement of the Telephone Company, a detection and documentation scan on an individual line will be provided when an authorized Security representative of the customer provides a written request for such a scan. Provision of a detection and documentation scan on an individual line is the continuous scan of a line for irregular signals and when an irregular signal is recognized, the collection by Telephone Company equipment of information to show an irregular signal and use of the line occurred. Any information collected during the continuous scan of a line will be considered the property of the Telephone Company. The Telephone Company will notify the customer of the results of the scan and will permit authorized Security representatives of the customer to review the results. The scan and any associated information will not be provided to any person or entity until the Telephone Company is requested to do so by subpoena or lawful demand. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer.
- (4) Preparation of an affidavit and prosecutive summary is the written documentation of the evidence collected by the Telephone Company personnel who performed such activities.

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

(2) Collection of evidence is the gathering of information pertinent to the line, message, or party associated with the billing evasion activity specified by the authorized Security representative of the customer. Collection of evidence includes a written notification to the authorized Security representative of the customer of the results of such gathering efforts. The Telephone Company will determine the information provided in the written notification.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (5) Preservation of evidence is the placement of the collected evidence in a secure location under the control of Telephone Company Security personnel for a period of up to two years. Such preservation of evidence will be continued beyond two years by the Telephone Company when requested by appropriate law enforcement agencies or the authorized Security representative of the customer.
- (6) Assistance to law enforcement is the accompanying of duly authorized law enforcement personnel to a location where billing evasion activities have been determined to exist in order to identify billing evasion activity devices or materials. The Telephone Company personnel will provide such assistance to law enforcement personnel only after law enforcement involvement has been arranged by the customer, or under services as set forth in (10) following. If such assistance is required at locations outside the operating territory of the Telephone Company involved, any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer, except to the extent that such expenses are paid by the judicial system.
- (7) Provision of expert witness analysis is the review, study and other technical support activities provided by Telephone Company experts to analyze and/or document whether devices and materials associated with an investigation furnished by the authorized Security representative of the customer operate, perform or contain billing evasion activities. A written analysis report will be provided to the authorized Security representative of the customer. The expert will be selected by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (8) Provision of expert witness testimony is the preparation of testimony and the submission of such testimony in association with an investigation. A copy of the written testimony, if any, will be provided to the authorized Security representative of the customer. The expert witness will be selected by the Telephone Company. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer.
- (9) Coordination of billing evasion investigative services between telephone companies is the referral of investigative information to other telephone company Security personnel, provision of billing evasion information to other telephone company Security personnel, the collection of information from other telephone company Security personnel, and the tracking, collecting and reporting of the results of such investigations to the authorized Security representative of the customer.
- (10) Coordination of billing evasion investigative activities of participating law enforcement agencies is the provision of billing evasion information to the law enforcement agencies, the collection of billing evasion information from the law enforcement agencies and the tracking, collecting and reporting of the results of such participation to the authorized Security representative of the customer. This coordination will be provided only upon receipt of written authorization from the authorized Security representative of the customer.
- (11) Review of customer billing evasion deterrence control programs and related activities is advice to and/or training of customer personnel on billing evasion deterrence and preventive controls and the development of billing evasion deterrence and preventive control programs for the customer.

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

(8) Provision of expert witness testimony is the preparation of testimony and the submission of such testimony in association with an investigation. A copy of the written testimony, if any, will be provided to the authorized Security representative of the customer. The expert witness will be selected by the Telephone Company. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the customer.

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(11) Review of customer billing evasion deterrence control programs and related activities is advice to and/or training of customer personnel on billing evasion deterrence and preventive controls and the development of billing evasion deterrence and preventive control programs for the customer.

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MO. PUBLIC SERVICE COMM.  
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ISSUED:  
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~~October 1, 1992~~  
NOV 7 1992



## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.2 Undertaking of the Telephone Company (Cont'd)

## (C) (Cont'd)

The Telephone Company will, at the request of the customer, provide investigation service on a premium time basis. When investigation service is provided on such a basis, premium time charges apply.

(D) Deterrence services will be provided at any location in the operating territory of the Telephone Company that Telephone Company Security personnel can safely and legally enter. Deterrence services will be provided, at the request of the authorized Security representative of the customer, by written or telephonic notice. A telephone notice received from the authorized Security representative of the customer, must be followed by written confirmation within one day. Deterrence services will be provided only after an investigation service has been provided by the Telephone Company and billing evasion activity is found to warrant such actions. Deterrence service includes the contacting and interviewing of parties identified by the Telephone Company as being involved in billing evasion activities, the recovery of devices and/or materials associated with billing evasion activities, service review for possible suspension of Telephone Company service, and publicity assistance for publicizing billing evasion activity deterrence.

(1) Contacting and interviewing of parties is the written or verbal notification to, or a face-to-face discussion with, a party or parties by Telephone Company Security personnel in order to deter further billing evasion activities. Contacting and interviewing is provided at locations identified by law enforcement agencies, the customer or the Telephone Company.

(2) Recovery of devices or materials is the attempt by Telephone Company Security personnel to recover devices or materials which are used in association with Telephone Company facilities in billing evasion activities. Such recovery is provided at locations identified by the Telephone Company, law enforcement agencies or the customer.

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

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Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

- (3) Service Review for possible suspension of Telephone Company service is the request for authority to suspend service from appropriate Telephone Company officers, notification to the end user that service will be suspended and, after review of the end user response, or lack thereof, suspension of service, if warranted, in the Telephone Company's judgment.
- (4) Publicity assistance for publicizing billing evasion activity deterrence is the provision of information and personnel to aid in publicizing billing evasion activity deterrence. The Telephone Company will determine what information it will provide, if any, and will select the personnel and media, if any, to provide this service.

8.3.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Analysis Service.

8.3.4 Obligations of the Customer

- (A) The authorized Security representative of the customer shall order all Billing Analysis Service under a Special Order. The authorized Security representative of the customer shall order those Billing Analysis Services it wishes to receive.
- (B) With each order, the customer shall designate and identify its authorized Security representative who will be responsible to protect the information and to whom the Billing Analysis Service information will be provided. The customer shall assure and take every effort to make sure the Billing Analysis Service information is provided to and used only by authorized personnel involved in billing evasion activity matters.

ISSUED:  
March 30, 2007

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UNITED TELEPHONE COMPANY  
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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

(3) Service Review for possible suspension of Telephone Company service is the request for authority to suspend service from appropriate Telephone Company officers, notification to the end user that service will be suspended and, after review of the end user response, or lack thereof, suspension of service, if warranted, in the Telephone Company's judgment.

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September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

- (C) When Billing Analysis Service Investigation is ordered, the authorized Security representative of the customer shall furnish all known details of the billing evasion activities, including the access lines, parties or messages to be investigated, and shall furnish all necessary end user information it possesses to the Telephone Company Security personnel. The specification of the access line, party or message to be investigated shall be in writing by the authorized Security representative of the customer.
- (D) When law enforcement agencies are to be brought into the investigation, the authorized Security representative of the customer shall secure their participation or authorize the Telephone Company in writing to obtain and coordinate such law enforcement agency participation.
- (E) When evidence collected by the Telephone Company is to be produced in connection with a judicial proceeding, the customer shall notify the Telephone Company of such a requirement in a timely manner.
- (F) When the customer requests that service be suspended for unauthorized use, the customer shall furnish a written request authorized by an officer of the customer. The request shall state the reason for the request and tariff, contract or legal provision permitting such suspension and shall correctly identify the end user, the end user telephone number and the location of the end user service to be suspended.
- (G) All inquiries from the customer's end user concerning services provided under this tariff are to be handled by the customer. Any questions to the Telephone Company shall be made by the authorized Security representative of the customer.
- (H) Except as set forth in 8.3.2(D)(4) preceding, publicizing of actions resulting from services provided under this tariff shall be the responsibility of the customer. The customer shall not publicize that the Telephone Company assisted the customer unless the customer has written permission to do so from the Telephone Company.

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

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- (D) When law enforcement agencies are to be brought into the investigation, the authorized Security representative of the customer shall secure their participation or authorize the Telephone Company in writing to obtain and coordinate such law enforcement agency participation.
- (E) When evidence collected by the Telephone Company is to be produced in connection with a judicial proceeding, the customer shall notify the Telephone Company of such a requirement in a timely manner.
- (F) When the customer requests that service be suspended for unauthorized use, the customer shall furnish a written request authorized by an officer of the customer. The request shall state the reason for the request and tariff, contract or legal provision permitting such suspension and shall correctly identify the end user, the end user telephone number and the location of the end user service to be suspended.
- (G) All inquiries from the customer's end user concerning services provided under this tariff are to be handled by the customer. Any questions to the Telephone Company shall be made by the authorized Security representative of the customer.
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

- (I) When the authorized Security representative of the customer orders detection service or a detection and documentation scan of an individual line, it shall specify in writing the offices, lines or parties to be included in the scanning and reports the Telephone Company will provide.
- (J) When provision of expert witness analysis is ordered by the customer, the customer shall be responsible for furnishing the evidence to be analyzed.
- (K) When provision of expert witness testimony is ordered by the customer, the customer shall include the name, if any, of the Telephone Company expert it desires and when and where the testimony is needed.

8.3.5 Payment Arrangements

(A) Minimum Periods

The minimum period for which Billing Analysis detection service continuous scanning is provided and for which charges apply is one week.

(B) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Analysis Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply.

When a customer cancels a Special Order for Billing Analysis Service after the date the Telephone Company is scheduled to enter the initial order details into its order distribution system but prior to the start of service, a charge equal to expenses incurred shall apply.

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the Customer (Cont'd)

- (I) When the authorized Security representative of the customer orders detection service or a detection and documentation scan of an individual line, it shall specify in writing the offices, lines or parties to be included in the scanning and reports the Telephone Company will provide.
- (J) When provision of expert witness analysis is ordered by the customer, the customer shall be responsible for furnishing the evidence to be analyzed.
- (K) When provision of expert witness testimony is ordered by the customer, the customer shall include the name, if any, of the Telephone Company expert it desires and when and where the testimony is needed.

8.3.5 Payment Arrangements

(A) Minimum Periods

The minimum period for which Billing Analysis detection service continuous scanning is provided and for which charges apply is one week.

(B) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Analysis Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply.

When a customer cancels a Special Order for Billing Analysis Service after the date the Telephone Company is scheduled to enter the initial order details into its order distribution system but prior to the start of service, a charge equal to expenses incurred shall apply.

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ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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~~October 17, 1992~~

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Cancelled  
April 30, 2007  
Missouri Public  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

Start of service occurs when the Telephone Company Security organization receives the order.

(C) Changes to Special Orders

Customer requested changes to a pending Special Order for Billing Analysis Service will be undertaken if they can be accommodated by the Telephone Company. However, all changes to pending Special Orders for detection service will be considered as a discontinuance of the pending order and the placement of a new order and appropriate charges will apply. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate charges.

8.3.6 Rate Regulations

(A) The charge per report for the 60-day report applies for each report provided to a customer even though no signaling irregularities are found.

(B) The charge per office per week for continuous scan applies for each week of service even though no signaling irregularities are found.

(C) The rates for Detection Service and Deterrence Service will be determined on an individual case basis.

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

Start of service occurs when the Telephone Company Security organization receives the order.

(C) Changes to Special Orders

Customer requested changes to a pending Special Order for Billing Analysis Service will be undertaken if they can be accommodated by the Telephone Company. However, all changes to pending Special Orders for detection service will be considered as a discontinuance of the pending order and the placement of a new order and appropriate charges will apply. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate charges.

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- (B) The charge per office per week for continuous scan applies for each week of service even though no signaling irregularities are found.
- (C) The rates for Detection Service and Deterrence Service will be determined on an individual case basis.

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NOV 7 1992

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges

The charges are:

	<u>Rates</u>
(A) Detection Service	
(1) Sixty (60) day report per office,	
- per report	ICB
(2) Continuous scan per office,	
- per week	ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges

The charges are:

Rates

(A) Detection Service

(1) Sixty (60) day report  
per office,

- per report

ICB

(2) Continuous scan per office,

- per week

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

Rates

(B) Investigative Service

(1) Identification report and collection of evidence,

- per hour

ICB

(2) Security preparation of prosecution (to include preparation of prosecutive summary, provision of witness analysis and testimony, law enforcement assistance and coordination services),

- per hour

ICB

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Cancels Original page 505

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- 8. Billing and Collection Services (Cont'd)
- 8.3 Billing Analysis Service (Cont'd)
- 8.3.7 Rates and Charges (Cont'd)

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Rates

(B) Investigative Service

- (1) Identification report and collection of evidence,

- per hour ICB (C)

- (2) Security preparation of prosecution (to include preparation of prosecutive summary, provision of witness analysis and testimony, law enforcement assistance and coordination services),

- per hour ICB (C)

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Richard D. Lawson  
State Executive, External Affairs

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

Rates

(B) Investigative Service

(1) Identification report and collection of evidence,

- per hour \$50.00

(2) Security preparation of prosecution (to include preparation of prosecutive summary, provision of witness analysis and testimony, law enforcement assistance and coordination services),

- per hour \$75.00

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Public Service Commission  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

Rates

(C) Deterrence Service,

- per hour

ICB

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8. Billing and Collection Services (Cont'd)

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8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges (Cont'd)

Rates

(C) Deterrence Service,

- per hour

ICB

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service

At the request of the customer, the Telephone Company will provide information to the customer from its end user records, billing files and account data base.

8.4.1 General Description

Billing Information Service is the provision of information to the customer from Telephone Company record systems. Such Billing Information Service will be limited to the provision of information to a customer relating exclusively to end user services provided by that customer. Information relating to services provided by any other entity will not be provided.

Information is defined as any entry in the record system which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided.

8.4.2 Undertaking of the Telephone Company

(A) When Billing Information Service is ordered by the customer, the Telephone Company will provide information on a request by request basis as follows in (B) through (F) following at the Rates and Charges as set forth in 8.4.7 following.

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service

At the request of the customer, the Telephone Company will provide information to the customer from its end user records, billing files and account data base.

8.4.1 General Description

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Information is defined as any entry in the record system which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(B) Upon request from a customer, and when the customer has ordered message processing service, the Telephone Company will provide information from its records as follows:

- (1) message detail for a message end user
- (2) account detail for a message end user
- (3) service and equipment detail for a message end user.

Message detail is message-billed records in exchange message record (EMR) format.

Account detail is data that furnishes the end user name, billing address and billing parameters other than message detail and/or service and equipment detail.

Service and equipment detail is data associated with the customer's rate elements.

A message end user is an account with customer message or bulk-billed detail (for a bill period), or an account which is marked, as set forth in (H) following, established as an end user of the customer's message or bulk-billed services.

Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the customer requires this information in order to bill its services, it shall secure written permission from the end user to obtain the information from the Telephone Company. The customer shall furnish the Telephone Company the end user's written permission for the information to be released.

(C) Upon request from an authorized supervisor of the customer for end user information when automatic number identification (ANI) service is provided to the customer by the Telephone Company or when the customer offers a telecommunications service for which the billing is based on authorized calling or

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(B) Upon request from a customer, and when the customer has ordered message processing service, the Telephone Company will provide information from its records as follows:

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Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the customer requires this information in order to bill its services, it shall secure written permission from the end user to obtain the information from the Telephone Company. The customer shall furnish the Telephone Company the end user's written permission for the information to be released.

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September 17, 1992

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Vice President - Administration  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

called parties, the Telephone Company will provide information from its records. Only current information which resides in the data base will be provided.

(D) An end user account will not be identified as a customer account unless there are customer message details associated with the account for the bill period for which message detail is ordered by the customer. Customer bulk-billed message end user accounts are counted as customer accounts.

(E) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.

(F) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its records. The name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request by request basis by voice tele-communications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number. End user address information will be provided to the customer by the Telephone Company as defined in 8.4.2(B) preceding.

The Telephone Company will specify the location where requests are to be received and the format in which the request is to be made.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

called parties, the Telephone Company will provide information from its records. Only current information which resides in the data base will be provided.

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The Telephone Company will specify the location where requests are to be received and the format in which the request is to be made.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

At the request of the customer, written confirmation of the name and town location will be sent to the authorized supervisor making the request by first class U.S. Mail service.

(G) Where Telephone Company facilities are available, Customer Name and Address (CNA) information may be provided on an interrogation basis at the request of the customer.

The interrogation basis will permit the customer to access the Telephone Company's office which has the information and, after verification that the information is authorized for the customer's use, receive the end user information. The interrogation capability will be provided during normal Telephone Company business hours. The end user information will be updated after each billing cycle.

(H) The Telephone Company will, at the request of the customer, mark any message-billed message end user account, other than end user accounts with customer credit cards or rate elements, as a user of the customer's message services. After marking is ordered, the end user account will be marked as a customer end user account at the time the first message is posted to the end user account. If not marked at the request of the customer, such an end user account will not be identified as a customer account unless there are customer message details associated with the account for the bill period for which message detail is ordered by the customer. The mark will be removed at the request of the customer. Charges to mark the account and maintain the mark in future months as set forth in 8.4.7(G) and (H) following apply. Customer bulk-billed end user accounts and message end user accounts with customer credit cards or customer rate elements are counted as customer accounts.

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

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Vice President - Administration  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (I) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.
- (J) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA data. The CNA name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request-by-request basis by voice telecommunications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

The Telephone Company will notify the customer of the location where requests are to be received and the format in which the requests are to be made.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

- (K) If the customer requests the information ordered by the customer be resupplied by the Telephone Company because of incorrect customer specifications or errors, the Telephone Company will resupply the information in accordance with a new customer order and all appropriate charges as set forth in 8.4.7 following will apply.

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)8.4.2 Undertaking of the Telephone Company (Cont'd)

- (I) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.
- (J) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA data. The CNA name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request-by-request basis by voice telecommunications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

The Telephone Company will notify the customer of the location where requests are to be received and the format in which the requests are to be made.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

8.4.4 Obligations of the Customer

- (A) The customer shall order Billing Information Service under a Special Order. The customer shall order those Billing Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.
- (B) With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output. When Billing Information Service is ordered, the customer will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the Telephone Company for name and town information.
- (C) The customer shall take every effort to make sure that Billing Information Service output and interrogation capability is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing Information Service outputs to third parties for use by such third parties except for work for the customer and which is under complete control of the customer.
- (D) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.

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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)

8.4.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

8.4.4 Obligations of the Customer

- (A) The customer shall order Billing Information Service under a Special Order. The customer shall order those Billing Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.
- (B) With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output. When billing information service is ordered, the customer will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the Telephone Company for name and town information.
- (C) The customer shall take every effort to make sure that Billing Information Service output and interrogation capability is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing Information Service outputs to third parties for use by such third parties except for work for the customer and which is under complete control of the customer.
- (D) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.

FILED

NOV 7 1992

MO. PUBLIC SERVICE COMM.

ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
~~October 17, 1992~~

NOV 7 1992

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.4 Billing Information Service (Cont'd)8.4.4 Obligations of the IC (Cont'd)

- (E) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of Billing Information Service.
- (F) The customer shall furnish to the Telephone Company, when interrogation service is ordered, all information necessary to allow the Telephone Company to establish an interrogation program. In addition, the customer shall furnish the Telephone Company an estimate of the number of requests per business day that the Telephone Company will be asked to handle.

8.4.5 Payment Arrangements(A) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Information Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system and no charges will apply.

When a customer cancels a Special Order for Billing Information Service after the date the Telephone Company is scheduled to enter the initial order details into its order distribution system but prior to the start of service, charges as listed following shall apply:

- (1) For any service, the appropriate per hour rate for all hours expended by the Telephone Company to provide the service.
- (2) For any service, any expense for equipment obtained for the service where such equipment cannot be reused within six months.

Start of service occurs when the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing Information Service reports.

ISSUED:  
March 30, 2007

Mark D. Harper  
Director - State Regulatory  
5454 W. 110th Street  
Overland Park, Kansas 66211

EFFECTIVE:  
April 30, 2007

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the IC (Cont'd)

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MO. PUBLIC SERVICE COMM.

ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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~~October 17, 1992~~  
NOV 7 1992

Cancelled  
April 30, 2007  
Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements (Cont'd)

(B) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Telephone Company. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

(C) Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service is provided and for which charges apply is one year.

The Minimum Monthly Charges for interrogation are the charges for the total number of requests per business day furnished by the customer or set forth in 8.4.4(F) preceding times 18 (i.e., 20 business days per month times 0.9).

When the customer discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.

8.4.6 Rate Regulations

(A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company and the Telephone Company will bill the customer in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the magnetic tape or data file used to supply the detail which is transferred or data-transmitted. For each service and type of output ordered, the number of

ISSUED:  
March 30, 2007

Mark D. Harper  
Director - State Regulatory  
5454 W. 110th Street  
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April 30, 2007

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**Filed**  
Missouri Public  
Service Commission



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8. Billing and Collection Services (Cont'd)

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8.4 Billing Information Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.4.5 Payment Arrangements (Cont'd)

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