

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (Cont'd)

## 4) (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

## 6) Description of Teltone Switched Access System

a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (Cont'd)

## 6) Description of Teltone Switched Access System (Cont'd)

- b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
- c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

## 7) Description of Proctor Instant Network Backup System

- a) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.
- b) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (Cont'd)

## 7) Description of Proctor Instant Network Backup System (Cont'd)

- c) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
- d) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.
- e) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

- f) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (Cont'd)

## 7) Description of Proctor Instant Network Backup System (Cont'd)

- g) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.
- h) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.
- i) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

- j) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).
- k) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (Cont'd)

## 7) Description of Proctor Instant Network Backup System (Cont'd)

- l) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver
- m) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

## 8) Description of Tellular Phone Cell Services Equipment

- a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.
- b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.
- c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.
- d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

## 9) Customer Obligation

- a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.
- b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## c. Distribution Machine for the Address and Routing Control System (DMARCS)

- 1) Requirement Criteria - Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the privacy expectations of its subscribers. The Company also has a common business need to protect its customer lists from unauthorized resale and protect its internal databases from hacking. When the company or another regulated telecommunications service provider provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or other regulated provider retains over the ALI software and therefore over the ALI database. However, when a non-regulated provider of customer premises equipment (CPE) provides the PSAP ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company and its subscribers. In downloading ALI to an on-premises computer, DMARCS replaces direct dialing to the Company's Database Management System with direct dialing to a protected database system.
- 2) Service definition - DMARCS is a computer service established between the Company's proprietary Database Management System and non-regulated providers of PSAP ALI controller services that are approved as part of an E9-1-1 system in the state of Missouri. DMARCS provides a secure buffer to which Customers with non-CENTURYTEL PSAP ALI controllers may dial into and download the ALI, including daily updates for their system. The ALI is available in National Emergency Number Association (NENA) standard format.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

- 3) Purchase eligibility - An E9-1-1 Customer with a non-CENTURYTEL PSAP ALI controller may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with the Customer to provide in accordance with that offering elsewhere in this tariff.
- 4) Customer Obligations - Because the Company will entrust the Customer to protect the Company's proprietary database, the Customer is required to meet the following obligations:
  - a) The computer which will hold the ALI database must be maintained in a physically secure area, accessible only to authorized personnel.
  - b) The E9-1-1 software with control over the ALI database must:
    - (1) be on a computer that is operable only from terminals that are located within premises that require authorized access.
    - (2) have individual password requirements to access to the database. That is, no individual may be allowed to use another individual's password and that without the password, access to the database is denied.
    - (3) allow access to the ALI to retrieve a record only in response to a 9-1-1 call, with the exception that the 9-1-1 Customer's DMARCS Administrator may access the database for DMARCS operation, quality control or accuracy validation purposes. Manual retrievals by telecommunicators are allowed in cases where the 9-1-1 caller's ANI is not received.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

4) (Cont'd)

b) (Cont'd)

(4) automatically log all manual retrievals of ALI and make the ALI Manual Retrieval Log available to the Company upon request. The automatic log must be generated by the E9-1-1 software and stored in an electronic file, available for printing on command. The Log must list the date and time of the retrieval, the password of the person accessing the record, and the telephone number and name of the subscriber.

(5) be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.

c. The Customer must assign a person, titled "DMARCS Administrator" to be responsible for:

(1) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer's ALI database.

(2) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.

(3) Replying to requests from the Company for a copy of their ALI Manual Retrieval Log.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

- 1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
  - a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
  - b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
  - c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- 2) Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service

1. Description

a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

- 1) Automatic Number Identification (ANI) or
- 2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

- 1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
  - a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

1) (Cont'd)

- b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

- 2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## C. Private Switch (PS) 9-1-1 Service (Cont'd)

## 2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- 1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

- (a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and
- (b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

b. (Cont'd)

- 2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.
- 3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

- c. The customer for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

3. Application for Service

a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- 1) The business name and address of the PS Provider,
- 2) The name, address, and telephone number of the PS Provider's Site Administrator,
- 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

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## C. Private Switch (PS) 9-1-1 Service (Cont'd)

## 4. Customer Obligations (Cont'd)

- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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## C. Private Switch (PS) 9-1-1 Service (Cont'd)

## 4. Customer Obligations (Cont'd)

- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security. (T)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain the security.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the caller or others. (T)  
(C)
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them. (T)
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities or the employees or agents of any one of them.
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (1)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1.	Basic 9-1-1 Central Office Enabling, per central office	See Section 12, Special Assemblies		
2.	Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2) (911ANIPROVSPC)	\$ 69.00	\$ -	
3.	9-1-1 Network Service (3)			
a.	PSAP to Central Office (C.O.) Flat Rate, per line (911CO-PSAP, 911CO-PSAP NRC)	30.00	393.00	
b.	C.O. to C.O. (or C.O. to Meet-Point) Interoffice Facility (intra and/or interexchange) Flat Rate, per trunk (911CO-CO TRK, 911CO-CO TRK NRC)	25.00	312.00	(C)

- (1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Special construction charges will apply when special assembly is required.
- (3) Rates and charges are to be used for either primary or secondary customers. 9-1-1 Network Service includes rates for use of voice or data circuits.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

D. Rates and Charges (1)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Basic 9-1-1 Central Office Enabling, per central office	See Section 12, Special Assemblies	
2. Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2) (911ANIPROVSPC)	\$ 69.00	\$ -
3. 9-1-1 Network Service (3)		
a. PSAP to Central Office (C.O.) Flat Rate, per line (911CO-PSAP, 911CO-PSAP NRC)	30.00	393.00
b. C.O. to C.O. Interoffice Facility (intra and/or interexchange) Flat Rate, per trunk (911CO-CO TRK, 911CO-CO TRK NRC)	25.00	312.00

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MISSOURI

- (1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Special construction charges will apply when special assembly is required.
- (3) Rates and charges are to be used for either primary or secondary customers. 9-1-1 Network Service includes rates for use of voice or data circuits.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges (1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
5. Automatic Location Identification (ALI) Database		
a. Database Administration, per database (911PSAPDBPSAP)	\$ 380.00	\$--
b. Database		
1) each CENTURYTEL subscriber record (911PSAPDBRC, 911PSAPDBRC NRC)	.04	.75
2) each non-CENTURYTEL subscriber record for which CENTURYTEL will verify via the MSAG (2)(3) (911PSAPDBRCNGT, 911PSAPDBRCNGT NRC)	.04	.35
c. Third Party FRAD Connectivity		
1) FRAD Access	63.44	--
2) Steerable ALI Software	71.42	1000.00

- (1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Charge in addition to applicable connecting company/host provider charge.
- (3) Includes nonregulated telephone company records provided in CENTURYTEL standard format.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges (1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6. Selective Routing Services		
a. Database Administration, per database (2)(3) (97285, 97286)	\$ 8.50	\$ 2,461.00
PLUS		
b. Database, per record (2)(3) (97287, 97288)	.01	.14
c. Analog Selective Routing		
1) Selective Router, each(3) (90362, 90362-NRC)	1,363.00	13,280.00
2) Selective Router Interface, per trunk termination(3) (96307, 96307-NRC)	36.50	150.00
d. Digital Selective Routing, per 1000 access lines(4)		
1) Option 1 (99823)	73.40	0.00
2) Option 2 (99824, 99825)	26.05	185,000.00
e. Selective Routing Port Charges for Connecting Companies(4)		
1) Selective Router Port Connection, per trunk (90296, 90296-NRC)	47.19	150.00
2) Wireless FGD Additive, per wireless service trunk (00664)	82.54	--

- (1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) These rates are in addition to ALI Database Processing rates.
- (3) Service and rates are limited to existing 9-1-1 customers.
- (4) Refer to sheet 47.1 for description of service.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges(1) (Cont'd)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
7. <u>Alternate Network Routing - Teltone Switched Access System(2)</u>		
a. Trunk Dial Unit (TDU)		
1) Without Monitoring		
a) 1st trunk (911TDU, 911TDUNRC)	189.58	2,081.11
b) add'l trunk - in same c.o. (911CDUA, 911CDUANRC)	90.87	507.26
b. Call Answer Unit (CAU)		
1) Without Monitoring		
a) 1st trunk (911CAU, 911CAUNRC)	84.79	481.53
b) add'l trunk - in same c.o. (911CAUA, 911CAUANRC)	48.68	403.36
c. Call Transfer Unit (CTU)		
1) Without monitoring		
a) 1st trunk (911CTU, 911CTUNRC)	88.55	755.76
b) add'l trunk - in same c.o. (911CTUA, 911CTUANRC)	42.68	375.44

- (1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Services and rates are offered via contract periods of sixty (60) months.
- (3) Service and rate is limited to existing 911 customers.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

D.	Rates and Charges(1) (Cont'd)	Monthly Rate	Nonrecurring Charge
8.	Alternate Network Routing - Proctor <u>Instant Network Backup (INB) System(2)</u>		
a.	INB Mini-Pac		
1)	Without monitoring		
a)	1st trunk (911MINP, 911MINPNRC)	\$115.94	\$666.09
b)	add'l trunk - in same c.o. (911MINPA, 911MINPANRC)	101.24	507.26
2)	With monitoring		
a)	1st trunk (911MINPM, 911MINPMNRC)	129.64	666.09
b)	add'l trunk - in same c.o. (911MINPMA, 911MINPMANRC)	114.93	507.26
b.	INB Shelf System		
1)	Without monitoring		
a)	1st trunk (911CDUPSS, 911CDUPSSNRC)	163.72	755.76
b.	add'l trunk - in same c.o. (911CDUPSSA, 911CDUPSSANRC)	54.82	375.44
2)	With monitoring		
a.	1st trunk (911CDUM, 911CDUMNRC)	188.62	755.76
b.	add'l trunk - in same c.o. (911CDUMA, 911CDUMANRC)	59.18	375.44
3)	Expansion Shelf (911CDUSSX, 911CDUSSXNRC)	77.54	375.44

(1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges(1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
8. Alternate Network Routing - Proctor <u>Instant Network Backup (INB) System(2)</u>		
c. INB Responder Equipment		
1) PSAP Responder		
a) 1st responder (911CAUM, 911CAUMNRC)	\$130.85	\$589.16
b) add'l responder (911CAUMA, 911CAUMANRC)	127.58	589.16
2) Central Office Responder		
a) 1st responder (911CTUCO, 911CTUCONRC)	80.27	589.16
b) add'l responder (911CTUCOA, 911CTUCOANRC)	50.67	589.16
d. INB Line Switch or 4/2 Converter Card (911CONV2W, 911CONV2WNRC)	15.19	13.32
e. INB Cellular Transceiver (911CELLTRP, 911CELLTRPNRC)	66.50	507.26
f. INB Cellular Antenna		
1) 3 dB Antenna (911CELLANTP3, 911CELLANTP3NRC)	1.93	13.32
2) 9 dB Antenna (911CELLANTP9, 911CELLANTP9NRC)	10.67	124.35

(1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges(1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
9. Alternate Network Routing - <u>Tellular Phocell Services Equipment(2)</u>		
a. Cellular Transceivers		
1) 1M Transceiver (911CELLTR1, 911CELLTR1NRC)	\$ 38.30	\$831.52
2) 4M Transceiver (911CELLTR4, 911CELLTR4NRC)	122.87	919.18
b. Cellular Antennas		
1) 3 dB Antenna (911CELLANTT3, 911CELLANTT3NRC)	2.06	13.32
2) 12 dB Antenna (911CELLANTT12, 911CELLANTT12NRC)	4.13	124.35
10. Distribution Machine for the Address and Routing Control System (DMARCS)		
a. Per ALI computer to which records will be downloaded (91792,73999)	134.99	104.00

(1) Rates applicable to facilities provided within CENTURYTEL service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
11. Private Switch (PS) 9-1-1 Service		
a. 9-1-1 Central Office Enabling	See Section 12, Special Assemblies	
b. Enable 9-1-1 Tandeming in Central Office(1)	See Section 12, Special Assemblies	
c. PS 9-1-1 Service Trunk		
1) Per trunk from Private Switch to serving Central Office(2)	See Section 4, Business Trunk rate	
d. 9-1-1 Service Line		
1) Facilities connecting PSAPs to their serving Central Office	See Section 4, Business Individual Line or Business Trunk rate	
e. 9-1-1 Transport/Transport Termination		
1) Per mile	See PSC MO. NO. 5 - Private Line Tariff	
2) Trunk Termination Per termination, each trunk	See Sheet 50 for trunk termination rates	

- (1) This fee will set up a Central Office to provide some level of 9-1-1 tandeming, based on the 9-1-1 network requirements. Because the cost depends on the type of switch involved, the technology used and the level of tandeming desired, prices must be individually established.
- (2) A minimum of two PS 9-1-1 Service Trunks are required from the Private Switch to the serving Central Office. The Private Switch, in some cases, may not be located at the end user location.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
11. Private Switch (PS) 9-1-1 Service (Cont'd)		
f. PS ALI Subscriber Line Data Receipt - Per PS ALI record	See Sheet 51 for ALI Database Record rates	
g. CENTURYTEL PS ENTRY Full Site Administration Package (1) (911PSALIPC, 911PSALIPCNR)	\$150.02	\$512.28
h. CENTURYTEL PS ALI Software Package (911PSALISW, 911PSALISWNRC)	16.45	266.21
i. CENTURYTEL PS ALI LQ Parallel Printer (911PSALIPR, 911PSALIPRNRC)	34.38	201.18
j. Payment Responsibility:		
1) The 9-1-1 Customer will be charged for Rates a, b, d, e and f, plus any additional PSAP terminations.		
2) The Private Switch (PS) Provider will be charged for Rates c, g, h and/or i.		

(1) This enables the Private Switch (PS) Provider's PS 9-1-1 Site Administrator to create ALI records in NENA Standard format in a computer database and upload PS End User records to the Company via modem. It provides limited database management capabilities to the PS End User records and enables receipt of downloaded PS End User record errors for correction. Some entry-checking features are incorporated to minimize chances of errors being entered. This software requires the PS Provider's Site Administrator to have access to a personal computer with an MS-DOS operating system, Version 3.1 or above, MS Windows software, sufficient RAM to operate MS Windows, a harddrive with ENTRY software, a modem with 2400 baud capability, communications software that will operate the modem, and transmit and receive data files using commonly accepted protocol, and a telephone line connection to the modem.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESSERVICES FOR ENHANCED SERVICE PROVIDERS

## A. General

1. This tariff contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities, Services for Enhanced Service Providers (ESPs), expand the ability of ESPs to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by CENTURYTEL, hereinafter referred to as the Company.
2. Services for ESPs are furnished only in central office areas where facilities and equipment, as determined by the Company, permit.
3. Services in this section of the tariff, designed primarily for ESPs are also available to others.

## B. ESP Services

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in this Tariff. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

1. Message Waiting Indication - Audible - This service provides the ability for a customer to send, and a customer's client line to receive, an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that call information is waiting for them. This service is used in conjunction with Forwarded Call Information - Intraoffice.
2. Message Waiting Indication - Visual - This service provides the ability for a customer to send, and a customer's client line to receive, through customer premises equipment, an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the customer to inform its clients that call information is waiting to be retrieved. This service is used in conjunction with Forwarded Call Information - Intraoffice.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

B. ESP Services (Cont'd)

3. Forwarded Call Information - Intraoffice - This service provides information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

Customer subscribing to this service must also subscribe to Data Link service.

4. Data Link - The facility that connects the customer's location to the Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information Intraoffice.
5. Queuing - This service provides customers subscribing to PBX Access lines or Digital Centrex lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESSERVICES FOR ENHANCED SERVICE PROVIDERS

## B. ESP Services (Cont'd)

6. User Transfer - This service provides customers subscribing to PBX Access or Digital Centrex lines used in conjunction with ESPs equipment the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred the original line/trunk is cleared to place or receive another call.

## C. Definitions

1. Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this Section of the Tariff.
2. Customer - The term "customer(s)" denotes an ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Section of the Tariff.
3. Enhanced Service Provider - An Enhanced Service Provider (ESP) is a provider of telecommunication related services to its patrons, offered over the Company transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the patron's transmitted information; provides the patron additional, different or restructured information; or involve patron interaction with stored information.
4. ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a call forwarding service or a forwarded call information service. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. Regulations and Conditions

1. Undertaking of the Company

- a. The limitation of the Company's liability is set forth in this Tariff.
- b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any tariff of the Company.
- c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- d. If the Company finds the provision of ESP Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.
- e. Reserved for Future Use.
- f. Charges for calls between the originating location and the call forward equipped line are applicable in accordance with regularly filed tariffs for operator station or person toll.
- g. The Company is not required to notify an ESP customer when the Company disconnects a service of another customer who is also the ESP's client.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. Regulations and Conditions (Cont'd)

2. Enhanced Service Provider's Obligations

- a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, state and local laws, rules and regulations.
- b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claims of libel or slander.
- c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's service.
- d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- e. The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESSERVICES FOR ENHANCED SERVICE PROVIDERS

## D. Regulations and Conditions (Cont'd)

## 2. Enhanced Service Provider's Obligations (Cont'd)

- f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's Tariff.
- g. The customer's premises equipment shall be interconnected in accordance with the Regulations and Conditions and applicable rates as set forth in this Section, Customer Provided Equipment. If the customer violates this requirement, the Company may disconnect the customer's service.
- h. Customers subscribing to the services outlined in this Section of the Tariff, are required to subscribe to PBX facilities or Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBXs or Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.
- i. The customer is responsible for disconnecting ESP Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with the Company.
- j. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.
- k. The ESP will not disclose the calling party's telephone number, except for services directly related to the call (e.g. call set-up, routing of calls, billing and maintenance), unless permission is given by the calling party.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. Regulations and Conditions (Cont'd)

3. Client Obligations

- a. Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

4. Billing and Remittance

- a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.
- b. The customer's services may be discontinued pursuant to the procedures set forth in this Tariff for failure to make full payment for the Company's services provided under this Tariff.

E. Rate and Charge Regulations

1. Any change to the customer's preselected telephone number to which client's telephone calls are redirected will incur applicable service ordering charges.
2. The ESP Bill Option as defined in this Section of the Tariff may only be exercised by a customer utilizing ESP Services to offer an enhanced service.
3. Unless otherwise indicated, services available to Centrex customers will be billed in accordance with the rates, charges, and conditions included in the Centrex Tariff as described in this Section.

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SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

F. Rates and Charges

		<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1.	Call Forwarding Busy Line - Fixed Per Client Line Arranged      ESPCFBF	*	**	
2.	Call Forwarding No Answer - Fixed Per Client Line Arranged      ESPCFNAF	*	**	
3.	Call Forwarding Busy/ No Answer - Fixed Per Client Line Arranged      ESPCFBNAF	*	**	
4.	Message Waiting Indication - Audible Per Client Line Arranged      ESPMWI	\$ .50	**	
5.	Message Waiting Indication - Visual Per Client Line Arranged      ESPMWIV/	\$ .50 42555	**	

\* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

\*\* Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESSERVICES FOR ENHANCED SERVICE PROVIDERS

## F. Rates and Charges (Cont'd)

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6. Forwarded Call Information-Intraoffice Per Client Line Arranged ESPFCI	\$ 1.00	**	
7. Data Link Per Data Link Arranged	ESPLINK	300.00	\$500.00
8. Queuing Per Centrex Line or Trunk Arranged	ESPQUE	1.50	**
9. User-Transfer Per Centrex Line or Trunk Arranged	ESPTRANS	1.50	**
10. When services as shown in F.3., F.4. and F.5. are ordered one each in a package for an individual subscriber's line ESPVMPKG	2.00	**	

\* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

\*\* Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## A. GENERAL

Centrex CustoPAK is a non-engineered Centrex-based service, with a pre-positioned switch which does not require operations provisioning at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls.

Centrex CustoPAK is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately.

Centrex CustoPAK is customized for businesses with a minimum of 2 lines, not to exceed a maximum of 30 lines. (Exception: There is a six-line limit in the DMS 10 Central Office). Centrex CustoPAK provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services.

Centrex CustoPAK is furnished from compatible digital-type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system. Centrex CustoPAK includes local Exchange Service (no dial "9" required), direct inward-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone Calling Service and intercept to the main listed number. Network Access Register (NARs) is not required for local access.

No other Centrex Classes of Service can be mixed with Centrex CustoPAK Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing features from within the offered Centrex CustoPAK package for each line or hunt group.

## B. SERVICE OPTIONS

1. Basic Standard Services – Services included with a Centrex CustoPAK service line: <sup>1</sup>

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside) <sup>2</sup>
- Intercom Dialing
- Three-Way Calling

<sup>1</sup> The Centrex CustoPAK service line includes a Central Office Located Trunk with Touch-Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

<sup>2</sup> This feature is specific to Centrex CustoPAK Service. See Feature Descriptions beginning on Sheet 8.

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Vice President External Relations  
Monroe, Louisiana



GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

B. SERVICE OPTIONS (continued)

2. Selectable Standard Services <sup>1</sup> – Services listed in this section are available for each Centrex CustoPAK line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Centrex CustoPAK line:

Automatic Callback (within system only)

Call Forwarding - Busy

Call Forwarding - No Answer

Call Forwarding (All Calls)

Call Restrictions: <sup>2</sup>

Call Restriction One

Call Restriction Two

Call Restriction Three

Call Restriction Four

Call Restriction Five

Call Restriction Six

Call Restriction Seven

Call Waiting/Cancel Call Waiting

Call Pick-up Directed

Call Pick-up Group

Dial Call Waiting-Originating

Hunting-Series

Hunting-Multi-line

Speed Calling (6 or 8)

Options not available in all areas.

<sup>1</sup> Offered where facilities are available.

<sup>2</sup> No call restrictions are required with Centrex CustoPAK Service. Call Restrictions One through Seven are specific to Centrex CustoPAK.

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Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

B. SERVICE OPTIONS (continued)

3. Optional Services<sup>1</sup> are also available for each Centrex Custopak line at an additional monthly recurring charge per feature:

Busy Redial (\*66)  
Call Return (\*69)  
Call Block (\*60)  
Call Park  
Call Park Directed  
Caller ID-Number  
Caller ID-Name & Number  
Call Trace<sup>2</sup>  
Executive Busy Override  
Last Number Redial<sup>3</sup>  
Select Call Forwarding  
VIP Alert  
Enhanced Call Forwarding-Existing<sup>2</sup>  
Enhanced-Existing w/Call Manager<sup>2</sup>

- <sup>1</sup> Offered where facilities are available.  
<sup>2</sup> See Calling Services, Section 6 in this tariff for description and rate.  
<sup>3</sup> This feature is specific to Centrex Custopak Service.

C. CONDITIONS

1. Term Options

Centrex Custopak customers may select either a month-to-month or a two-year term. The term agreement becomes effective upon the installation date of the service.

Centrex Custopak payment options may be selected by billing account number within a customer's system.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## C. CONDITIONS (continued)

## 2. Adding Lines Under Term Option

Additional Centrex CustoPAK lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the two-year term plan, the term obligation with respect to any additional lines will be coterminous with such two-year term.

## 3. Termination Liability

- a. In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the Monthly Recurring Charge(s) (MRCs) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \# \text{ of Months Remaining} = \text{Termination Charge}$$

- b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, the customer may terminate the service without incurring an early termination charge.

## c. Renewal Options

Prior to the end of the term commitment period, the customer may:

- 1) Renew their term commitment,
- 2) Commit to a new term period,
- 3) Change service, or
- 4) May arrange for termination of the service at the end of term.

In the event the customer does not select one of the above renewal options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, one year, etc.) for the same service. If the customer is converted in this way, an early termination charge will not apply should the customer subsequently discontinue service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

C. CONDITIONS (continued)

3. Termination Liability (continued)

d. Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

Customer moves existing service to a new location where the service is unavailable.

Customer renegotiates a new term commitment plan for the same service before the initial term commitment expires and the value of the new term commitment is equal to or greater than the value of the initial term commitment.

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- 1) The value of the new term commitment is of equal or greater monetary value than the initial term commitment.
- 2) The Company provides the new service via tariff or on an individual case basis (ICB).
- 3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

4. Transfer of Term Option

With the written permission of the Company, the obligation to pay the Centrex Custopak charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. Refer to Termination Liability exceptions in Rules and Regulations, Section 2, Sheet 22.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## C. CONDITIONS (continued)

## 5. CentraNet Custopak Service System

Centrex Custopak service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Centrex Custopak Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Centrex Custopak Service lines. Centrex Custopak Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.

## 6. Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all Centrex Custopak lines. Refer to the Federal Tariff for applicable rates.

## 7. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Centrex Custopak Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Custopak Service System.

## 8. Off-Premises Lines

Centrex Custopak Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Centrex Custopak Service system that are located at different premises but situated within the same wire center serving area.

## 9. Optional Centrex Custopak Services

Optional services may be available where Company facilities permit at the rates specified in Section D. following. These services descriptions and regulations are specified in Section C of this tariff. Only the Centrex services specified in this section will be available under Centrex Custopak Service. Other Centrex Services are not available under the Centrex Custopak Service. The Custom Calling and CLASS services that are not identified in this tariff are not offered.

## 10. Feature Restriction

Call Transfer, Three-Way Calling, Call Forwarding-Busy, Call Forwarding-No Answer and Call Forwarding-Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Centrex Custopak customer.

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Vice President External Relations  
Monroe, Louisiana

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SPECIALIZED SERVICES

CENTREX CUSTOPAK

C. CONDITIONS (continued)

11. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 24-month option of Centrex CustoPAK Service, he must request that the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Centrex CustoPAK Service may have their previous CenturyTel service reinstalled, at no cost, in accordance with the following terms and conditions:

Customers who had no previous service and subsequently elect to have their Centrex CustoPAK Service disconnected will be converted by the Company to CenturyTel Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Centrex CustoPAK system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service which has been grandfathered.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual Services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## D. FEATURE DESCRIPTIONS

1. CENTREX CUSTOPAK BASIC STANDARD SERVICES

The services listed here are automatically included on every Centrex CustoPAK line, and are the backbone of the Centrex CustoPAK offering:

Assume Dial "9" - Allows the customer to place calls outside the group without having to dial the access code "9".

Touch Tone - Provides push button tone signaling for dialing calls, and accessing services. Rotary dial telephones are not compatible with Centrex CustoPAK.

Direct Inward Dial (DID) - The ability of each member of the Centrex CustoPAK group to receive calls from outside the group directly to their station.

Direct Outward Dial (DOD) - The ability of each member of the Centrex CustoPAK group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

Distinctive Ringing (Inside/Outside Ringing) - This feature allows the user to distinguish between calls originating from within the Centrex CustoPAK group and Calls originated from outside the Centrex CustoPAK group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.

Call Transfer – (All Calls) - The ability for a Centrex CustoPAK line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the CentraNet CustoPAK customer.

Call Hold - The ability to place an established call on hold for an extended period of time by dialing the feature code \*01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

Consultation Hold - A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

Three Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Centrex CustoPAK customer.

Intercom Dialing - Provides the customer with the ability to communicate between lines within your own Centrex CustoPAK group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

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Monroe, Louisiana

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## D. FEATURE DESCRIPTIONS (continued)

2. CENTREX CUSTOPAK SELECTABLE SERVICES

The following services may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customers choosing.

Automatic Call Back (within system only) - When a Centrex CustopAK user reaches a busy line within the Centrex CustopAK group, a code (\*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Centrex CustopAK group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.

Call Forwarding – Busy - A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group) when the called line is busy. Calls forwarded outside the Centrex CustopAK group are subject to local and/or long distance charges billed to the Centrex CustopAK customer.

Call Forwarding - No Answer - A fixed feature, provisioned by the telephone company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Centrex CustopAK group are subject to local and/or long distance charges billed to the Centrex CustopAK customer.

Call Forwarding - (All Calls) - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number, and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the users needs. Calls forwarded outside the Centrex CustopAK group are subject to local and/or long distance charges billed to the Centrex CustopAK customer.

Call Waiting/ Cancel Call Waiting - When a busy Centrex CustopAK line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code \*70. Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.

Dial Call Waiting-Originating - When a user calls another member of the Centrex CustopAK group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dial the code \*54. This feature can be activated or deactivated by the user. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

D. FEATURE DESCRIPTIONS (continued)

2. CENTREX CUSTOPAK SELECTABLE SERVICES (continued)

Call Pick-Up Directed - This feature enables a user to answer (pick-up) calls directed to any other line within the Centrex CustoPAK group by dialing a code (\*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.

Call Pick-Up Group - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (\*17).

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Centrex CustoPAK Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by CenturyTel from data provided by the customer.

Note: No other type hunting sequence (Rotary, Directory Number, Pilot Number or Secretarial) is available to Centrex CustoPAK customers.

Speed Calling (6 or 8) - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of 8 numbers in all switch types except the 5ESS, which will only provide 6. This is a customer programmable feature.

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Monroe, Louisiana

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## D. FEATURE DESCRIPTIONS (continued)

2. CENTREX CUSTOPAK SELECTABLE SERVICES (continued)

Call Restriction Options (7 options) - The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking services.

Types of call restrictions are:

No Call Restriction - This option allows user to make and receive calls without any restrictions of any kind.

Call Restriction One - This option block all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.

Call Restriction Two - This option block all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3<sup>rd</sup> number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the Centrex Custopak group (toll or local, including 911). This option allows all incoming calls with no restrictions.

Call Restriction Four - The user cannot make or receive calls to or from outside the Centrex Custopak group (including 911). Only inside the group (intercom) calling is allowed.

Call Restriction Five - This option block all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Six - This option block all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Seven - This option block all international type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## D. FEATURE DESCRIPTIONS (continued)

3. CENTREX CUSTOPAK OPTIONAL SERVICES

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing. There will be additional charges for these services.

Busy Redial - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (\*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

Call Return \*69 -Call Return will automatically store and allow you to redial the number of the last person who called you. \*69 Call Return can be used to return a call whether you answered the call or not. \*69 Call Return works only on calls made from numbers within your defined calling area. If you choose to return the call, and the number is busy, \*69 Call Return will place your call next in line. In most cases, your phone will ring with a series of short-short-long rings when the number you called are no longer busy. If you have Call Waiting and hear the Call Waiting tone while you are talking to another person, you have two choices. You can use \*69 Call Return to call back later or you can use Call Waiting during the call.

Call Block - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the users line. The numbers the user chooses to block must be from the users defined calling area. Calls from outside the users defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.

Call Park - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

Call Park Directed -This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Centrex CustopAK group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.

Caller ID-Number - This feature allows the user (with compatible CPE) to view the telephone Number, of the incoming call, before answering the call or choosing to ignore the call.

Caller ID-Name and Number - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## D. FEATURE DESCRIPTIONS (continued)

3. CENTREX CUSTOPAK OPTIONAL SERVICES (continued)

Executive Busy Override - This feature allows the user, upon reaching a busy line inside the group, to dial a code (\*40) to gain access to the busy line, thus establishing a Three way call. The called number must be in the Centrex CustopAK group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last Number Redial - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Select Call Forwarding - This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If call forwarding all calls is activated, it will override this feature.

Enhanced Call Forwarding - Existing - is an AIN-based service. Using a toll-free 800 number, subscribers can forward calls from anywhere in the country to another number of their choice (pager, cellular phone, work phone, or home phone). ECF is installed with a default destination number requested by the end user, and provides the added flexibility for subscribers to override the default number at will by using prompts on the Administrative IVRU number. Please refer to the General Tariff for other details and rates for ECF.

Enhanced Call Forwarding - Existing w/Call Manager - an enhanced version of Enhanced Call Forwarding-Existing. Call Manager adds four more services to your phone for your advanced business convenient needs. These services are Automatic Forward, Scheduler, Call Acceptance Lists, and Caller Codes. Please refer to the General Tariff for other details and rates.

VIP Alert - This feature provides the user the ability to identify up to twelve numbers they want to receive a special notification when a call comes is received from one of the numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

Call Trace - Allows the user to trace the number of the last calls received, and have the number automatically reported to the telephone company.

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Vice President External Relations  
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

E. RATES

1. CENTREX CUSTOPAK BASIC SERVICE

	<u>Monthly Rate</u>	<u>IOSC</u>	<u>24-Month Term Rate</u>	<u>IOSC</u>	
Basic Service, each line		57860			
Competitive "A" #	\$30.45	57821	\$27.30	57822	(C)
		57860			
Competitive "B" #	\$ 31.97	57821	28.66	57822	(C)
	<u>NRC</u>	<u>IOSC</u>			
Line Connection Charge					
first line	\$25.00	57856			
each add'l line	\$ 2.50	52054			

Includes the following Basic Standard Features <sup>1</sup>:

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside) <sup>2</sup>
- Intercom Dialing
- Three-Way Calling

<sup>1</sup> The Centrex Custopak service line includes a Central Office Located Trunk with Touch Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

<sup>2</sup> This feature is specific to Centrex Custopak Service. See Feature Descriptions beginning on Sheet 8.

# Exchanges applicable to each category are listed in Section 4, Sheet 1. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

E. RATES

1. CENTREX CUSTOPAK BASIC SERVICE

	<u>Monthly Rate</u>	<u>IOSC</u>	<u>24-Month Term Rate</u>	<u>IOSC</u>
Basic Service, each line		57860		
Competitive (#)	\$30.45 (I)	57821	\$27.30 (I)	57822
		57860		
Noncompetitive	\$ 31.97 (I)	57821	28.66 (I)	57822
	<u>NRC</u>	<u>IOSC</u>		
Line Connection Charge				
first line	\$25.00	57856		
each add'l line	\$ 2.50	52054		

Includes the following Basic Standard Features <sup>1</sup>:

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside) <sup>2</sup>
- Intercom Dialing
- Three-Way Calling

<sup>1</sup> The Centrex CustoPAK service line includes a Central Office Located Trunk with Touch Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

<sup>2</sup> This feature is specific to Centrex CustoPAK Service. See Feature Descriptions beginning on Sheet 8.

(#) Competitive Exchanges are listed in Section 4, Sheet 1.

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

E. RATES

1. CENTREX CUSTOPAK BASIC SERVICE

	<u>Monthly Rate</u>	<u>IOSC</u>	<u>24-Month Term Rate</u>	<u>IOSC</u>	
Basic Service, each line		57860			
Competitive (#)	\$29.00	57821	\$26.00	57822	(C)
		57860			
Noncompetitive	\$ 30.45 (i)	57821	27.30 (l)	57822	(C)
	<u>NRC</u>	<u>IOSC</u>			
Line Connection Charge					
first line	\$25.00	57856			
each add'l line	\$ 2.50	52054			

Includes the following Basic Standard Features 1:

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside) <sup>2</sup>
- Intercom Dialing
- Three-Way Calling

<sup>1</sup> The Centrex CustoPAK service line includes a Central Office Located Trunk with Touch Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

<sup>2</sup> This feature is specific to Centrex CustoPAK Service. See Feature Descriptions beginning on Sheet 8.

(#) Competitive Exchanges are listed in Section 4, Sheet 1. (N)

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

E. RATES

1. CENTREX CUSTOPAK BASIC SERVICE

	<u>Monthly Rate</u>	<u>IOSC</u>	<u>24-Month Term Rate</u>	<u>IOSC</u>
Basic Service, each line	\$29.00	57821	\$26.00	57822
	<u>NRC</u>	<u>IOSC</u>		
Line Connection Charge				
first line	\$25.00	57856		
each add'l line	\$ 2.50	52054		

Includes the following Basic Standard Features 1:

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside) <sup>2</sup>
- Intercom Dialing
- Three-Way Calling

<sup>1</sup> The Centrex CustoPAK service line includes a Central Office Located Trunk with Touch Tone and Direct Inward/Outward Dialing capability. An additional Central Office Located Trunk is not required.

<sup>2</sup> This feature is specific to Centrex CustoPAK Service. See Feature Descriptions beginning on Sheet 8.

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 Vice President External Relations  
 Monroe, Louisiana



## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## E. RATES (continued)

2. CENTREX CUSTOPAK SELECTABLE SERVICES<sup>1</sup>

(See Feature Descriptions beginning on Sheet 9)

	<u>Monthly Rate</u>	<u>IOSC</u>
Automatic Callback (within system only)	--	57825
Call Forwarding - Busy	--	57826
Call Forwarding - No Answer	--	57827
Call Forwarding	--	57828
Call Restrictions: <sup>2</sup>	--	57829
Call Restriction One	--	57830
Call Restriction Two	--	57831
Call Restriction Three	--	57833
Call Restriction Four	--	57834
Call Restriction Five	--	57835
Call Restriction Six	--	57857
Call Restriction Seven	--	57858
Call Waiting/Cancel Call Waiting	--	57836
Call Pick-up Directed	--	57838
Call Pick-up Group	--	57839
Dial Call Waiting-Originating	--	57837
Hunting-Series	--	57841
Hunting-Multi-line	--	57859
Speed Calling (6 or 8)	--	57842

<sup>1</sup> Offered where facilities are available.<sup>2</sup> No call restrictions are required with Centrex CustopAK Service. Call Restrictions One through Seven are specific to Centrex CustopAK.

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Vice President External Relations  
Monroe, LouisianaCANCELLED  
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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX CUSTOPAK

## E. RATES (continued)

C. CENTREX CUSTOPAK OPTIONAL SERVICES <sup>1</sup>  
(See Feature Descriptions beginning on Sheet 9)

	<u>Additional MRC Per Month</u>	<u>IOSC</u>
Automatic Busy Redial (*66)	\$ 4.00	57843
Automatic Call Return (*69)	4.00	57847
Call Block (*60)	3.00	57844
Call Park	3.00	57845
Call Park Directed	4.00	57846
Caller ID-Number	9.00	57848
Caller ID Only	10.50	57849
Call Trace, per line <sup>2</sup>		
Executive Busy Override	4.00	57850
Last Number Redial <sup>3</sup>	4.00	57851
Select Call Forwarding	4.00	57852
VIP Alert	3.00	57853

<sup>1</sup> Offered where facilities are available.<sup>2</sup> See Calling Services section in this tariff for description and rate.<sup>3</sup> This feature is specific to Centrex CustopAK Service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX CUSTOPAK

E. RATES (continued)

4. Foreign Exchange Telephone Service

When the CentraNet® CustoPAK station line is located in a different central office area of the serving exchange, the Foreign Exchange Telephone Service Charge apply as specified in Tariff No.1, Section 2, General and Local Exchange Services.

5. Service Charges -

Some Service Order charges will apply for CentraNet® CustoPAK, as specified in Tariff No. 1, Section 5, General and Local Exchange Tariff.

If a customer elects to change from a business line or another CentraNet® service to the CentraNet® CustoPAK Service or from the CentraNet® CustoPAK Service to another CentraNet® service, a Service Ordering Charge applies, rather than a Line Connection charge.

No service charges will apply for CentraNet® CustoPAK Custom Calling and CLASS Services, if installed initially with the CentraNet® CustoPAK system. When services are added or rearranged on an existing line subsequent to the installation of the CentraNet® CustoPAK System, the appropriate service charges, as specified in the General Exchange tariff will apply.

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 - One-call Notification Systems

(N)

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

2. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

(N)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

- 3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
- 4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this tariff.
- 5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- 6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
- 7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Service Commission.
- 8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- 9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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Manager, Tariffs and Compliance  
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESN11 ABBREVIATED DIALING CODES

(N)

## B. Terms and Conditions (Cont'd)

## 10. (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

## 11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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Manager, Tariffs and Compliance  
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

- 12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- 13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
- 14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

	<u>Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	\$ 50.00

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 Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIAL ASSEMBLIES

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIAL ASSEMBLIESSPECIAL ASSEMBLIES FOR SPECULATIVE PROJECTS

- A. Special assemblies of equipment or speculative projects for which provision is not otherwise made in this Tariff may be provided where practicable if not detrimental to any of the services furnished by the Company.
1. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:
    - Maintenance expense
    - Depreciation expense--including reusable and nonrecoverable items
    - Administration expense
    - Taxes--including federal income tax
    - Any other specific items of expense that may be associated with the facility provided
    - A reasonable return on investment
  2. The estimated installation cost used in the derivation of the various expense items shall include the following:(\*)
    - Material
    - Material overhead
    - Installation labor
    - Installation labor overhead
  3. The Company will provide an estimate of actual rates and/or charges to the customer prior to installation.
- B. In connection with marketing and sales studies and marketing and sales programs, the Company reserves the right to waive Service Charges within specified areas for such periods of time as designated by the Company and approved by the Missouri Public Service Commission.
- (\*) Loaded labor includes costs which are direct in nature, and also includes indirect overhead costs which cannot be specifically assigned to projects. These indirect overhead costs include supervision, vehicle, house services, pension and payroll tax expenses. Other indirect costs such as vacation, sick time and meetings are also included. These costs are accumulated in a pool of costs and then are distributed as actual hours are worked.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIAL ASSEMBLIES

SPECIAL ASSEMBLIES ITEMS - UNDER CONTRACT TARIFFS

A. General

When the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be determined on an Individual Case Basis (ICB). Such charges will be made available to similarly situated customers on a nondiscriminatory basis. ICB Rates will be structured to recover the Company's cost of providing the services. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission upon request on a proprietary basis.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERS

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERS

COMBINATION CENTRAL OFFICE ACCESS LINE SERVICE - (Bridged Lines)

A. General

1. Combination central office access line service is intended to take care of situations where a customer wishes to contract for central office access lines at each of two separate locations (ordinarily each station will be assigned a separate telephone number) within the same exchange so as to be able to answer calls for one central office access line at the other central office access line location or both lines at either location.
2. Combination central office access line service is provided only in connection with nongrouped individual central office access lines (excluding coin box lines, key equipment, key cabinets and similar switching devices) and is furnished subject to the ability of the Company to provide satisfactory transmission and signaling arrangements and to the rate treatment outlined herein.
3. Combination central office access line service may be employed where one station is at a business location and the other at a residence or where both stations are at either business or residence locations. However, it is permitted only in connection with services contracted for and used by the same customer.

B. Rates and Charges

1. Each central office access line is charged for at the established one-party line business or residence rate, according to the classification of the service at each premises as to business or residence character.
2. Each central office access line is considered separately and the appropriate zone rate is applicable for one-party line service outside the base rate area.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERSGROUP ALERTING AND DISPATCHING SERVICE

## A. General

1. The quoted rates are based upon such limitations of liability as appear below and in other sections of this Tariff and would be higher if the liability were extended or unlimited. Group alerting and dispatching systems are furnished only subject to the following conditions and regulations:
  - a. The group alerting and dispatching system is supplied only for the benefit of the customer, and no other person shall derive any rights from the furnishing of the group alerting and dispatching system by the Company. When the group alerting and dispatching system is furnished to a corporation, city, town or municipality, no person other than the corporation, city, town or municipality, as a legal entity or governmental body, shall be deemed to be a customer and service furnished to any legal entity or governmental body shall not be interpreted, construed or regarded as being for the benefit of, or creating any contractual rights in or duty toward any individual connected with such corporation, or any individual resident of any city, town or municipality. Any benefit derived from the use of the group alerting and dispatching system by persons other than the customer is to be considered as incidental.
  - b. The rates charged for the group alerting and dispatching system do not contemplate constant monitoring by the Company to discover operating defects and malfunctions. The customer shall have the responsibility of discovering such operating defects and malfunctions, and assumes the duty of, and will make such tests as are in the judgment of the customer, required to determine whether the system is functioning properly. The customer shall notify the Company whenever the system is not functioning properly.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERS

GROUP ALERTING AND DISPATCHING SERVICE

A. General (Cont'd)

1. (Cont'd)

- c. The Company shall not be liable for any loss or damages arising out of interruptions, defects, failure or malfunctions of the group alerting and dispatching system which occur during the operation of the system until after it has been duly notified by the customer that the system is not functioning properly and the Company has had a reasonable time thereafter to correct such defect or malfunction. Damages arising out of interruptions, defects, failures or malfunctions of the system after the Company has been so notified, and has had a reasonable time to correct the same, shall in no event exceed an amount equivalent to the charges made for the system for the period following notice from the customer until service is restored. The customer indemnifies the Company against all loss or damage to persons or property occurring from the use, attempted use or failure of the group alerting and dispatching system before the Company has been notified as provided herein and before it has had a reasonable time to restore service.
2. Group emergency alerting and dispatching systems are available in all dial central office areas to facilitate the making of concurrent emergency calls to a fixed group or groups of numbers (individual line customers) to obviate the need for making individual calls to each number.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERS

GROUP ALERTING AND DISPATCHING SERVICE

A. General (Cont'd)

3. The systems are restricted to a single central office unit when operated with general exchange service.
4. Group alerting and dispatching system equipment is provided only after written authorization is obtained from the responsible municipal, civic or other managing official having jurisdiction over the company, service, city, municipality, group, etc., for which such equipment is proposed to be installed.
5. Customer owned equipment and facilities used in connection with group alerting and dispatching systems, i.e., fire siren relays, monitor recording devices, shall not be located on the premises of the Company's central office building.
6. Service features, other than those regularly available with the standard group alerting and dispatching systems described herein, are furnished wherever practicable, if not detrimental to the service, and additional monthly and/or nonrecurring charges based on the costs incurred apply.
7. Where unusual installation and/or construction work is involved to provide a requested group alerting and dispatching system of associated service, the regulations as specified in the Special Assemblies Section of this Tariff will apply.
8. The customer shall furnish, install and maintain the commercial power and convenience outlets to properly operate any apparatus, equipment or customer owned device, to be used in connection with a group alerting and dispatching system provided by this Company.
9. The Company will furnish all lines and central office equipment required for such group alerting and dispatching systems.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SERVICES LIMITED TO EXISTING CUSTOMERSGROUP ALERTING AND DISPATCHING SERVICE

## B. Number 5 Fire Reporting System

## 1. Operation

- a. Individuals reporting fire emergencies dial a listed connector telephone number to activate the system located in the central office. The fire system causes all interconnected firemen's one-party line telephones to ring with a continuous distinctive ringing tone, except those lines which are busy. On busy firemen's lines, a special tone is applied informing such persons of the incoming fire call. When the busy fireman's line is made free, the system begins ringing such stations with continuous ring tone also.
- b. The calling party reports the emergency situation to the first fireman to answer the fire call and then disconnects. Even after a fireman, or firemen, have answered the fire call, the equipment will continue to ring the unanswered firemen's stations with continuous ringing tone until the completion of the equipment timing cycle. During this cycle, normally from six to eight minutes, the firemen are allowed to discuss the situation on an interconnected common talking circuit established by the fire equipment.
- c. Where desired, optional equipment permits any fireman to sound the fire siren by depressing a button at his special telephone instrument. The siren, or other signal, cannot be sounded until after the fire alarm system has been activated by the dialing of the listed fire number.
- d. The maximum capacity of the fire system is twenty (20) interconnected firemen's one-party station lines.

## 2. Rates and Charges

- a. The monthly rates below are in addition to all applicable monthly charges for exchange services or facilities provided to city fire departments, fire associations, volunteer fire departments, etc., and/or services provided to individual firemen interconnected with such equipment. Rates for exchange services or facilities are specified in this Tariff.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SERVICES LIMITED TO EXISTING CUSTOMERS

GROUP ALERTING AND DISPATCHING SERVICE

B. Number 5 Fire Reporting System (Cont'd)

2. Rates and Charges (Cont'd)

- b. Where special telephone instruments equipped with a button to be used for sounding the fire siren are required on the premises of firemen, such individuals must be a customer to individual line service at the location where the special instrument is to be installed. Fire reporting system telephones will not be provided in connection with party line service.

	<u>GSEC</u>	<u>Monthly Rate</u>
c. Basic fire reporting common equipment (including bay, shelf, rack, and miscellaneous facilities to serve a fire system with a capacity of six interconnected firemen's lines), each		
1) <b>former GTE Systems of Missouri</b>	FASC	\$12.00
2) <b>former GTE of Eastern Missouri</b>	FRS9	21.40
d. Fire reporting system equipment multiples (including necessary relay equipment to serve two additional interconnected firemen's lines), each		
1) <b>former GTE Systems of Missouri</b>	FASD	1.50
2) <b>former GTE of Eastern Missouri</b>	Varies	3.55

NOTE: Comes only in multiples of two

- e. Where the customer does not elect to provide his own circuit to interconnect the fire alarm reporting equipment and the fire siren (or fire siren relay) location, such circuit and/or circuits may be provided by the Company in accordance with the rates and regulations as specified in this Tariff.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SERVICES LIMITED TO EXISTING CUSTOMERSHOTEL/MOTEL TRUNKS (LEVEL 8) - (\*)

## A. General

A Level 8 Hotel/Motel Trunk terminates on the premises of a hotel/motel and is dedicated for operator assistance and/or calling card services, allowing information to be gathered for appropriate billing purposes.

## B. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Inside Base Rate Area, per line	HTK	\$13.25
2. Outside Base Rate Area, per line	OHT	19.10

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SERVICES LIMITED TO EXISTING CUSTOMERS

JOINT USER SERVICE

A. General

Joint User Service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

B. Conditions

1. Joint User Service will be furnished with the approval of the Company only with business individual line service.
2. A Joint user will be furnished one directory listing without charge.
3. Applications for Joint User Service shall be made by the customer.
4. The customer will be responsible for all charges incurred by the Joint User.
5. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.
6. After listing for the Joint User has been included in the directory, Joint User Service may not be discontinued during the life of the directory, except under the following conditions.
  - a. The customer's service is discontinued;
  - b. The Joint User moves from the premises where the customer's service is located.
  - c. The Joint User establishes his own primary service on the same premises.

C. Rates and Charges

Service Charges apply.

	<u>GSEC</u>	<u>Monthly Rate</u>
Joint User Service	JUSERB	50% of applicable business rate

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERSSPECIAL REVERSED CHARGE TOLL SERVICE (Enterprise/Zenith)

## A. General

1. This service provides an arrangement in connection with station-to-station message toll service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of the charge.
2. This service is available to customers to any class of central office access line service except coin box service.
3. The exchanges in which such service is furnished are selected by the customer subject to the approval of the Company and the Company assigns and lists in the directory a special call number designation for use of patrons in each such exchange.
4. Calls for the special call number are accepted when originating at telephones located in the exchanges with which the special call number is associated, except that where several exchanges are served from one switchboard, the customer must assume all charges for calls for his special call number originating from telephones in any of the exchanges. Only those toll calls placed by calling this special number are considered as coming within the scope of this service.
5. The customer assumes the charges for all toll calls placed by calling this special number in each exchange.
6. The initial contract period for this service is three months. Service may be terminated within the initial contract period by payment of the minimum service charge to the end of the initial contract period.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SERVICES LIMITED TO EXISTING CUSTOMERS

SPECIAL REVERSED CHARGE TOLL SERVICE (Enterprise/Zenith)

B. Rates and Charges

1. The customer to this service is charged the established semi-paid station-to-station Day, Evening and Sunday, or Night message toll rate for each completed call. In addition the monthly rate, payable in advance, applies for each exchange selected. One directory listing in the alphabetical list for each exchange selected is provided without additional charge.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Special Reversed Charge Toll Service, per exchange SRCT		
1) <b>former GTE North Incorporated</b>		\$ 6.65
2) <b>former GTE Missouri</b>		10.60 (1)

(1) Regular rates and charges for local exchange service apply.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICES LIMITED TO EXISTING CUSTOMERS

SPECIAL TOLL (Q-Z) BILLING PLAN

A. General

1. Special billing codes, provided by the Company, may be used by customers to allocate long distance messages to specific stations, departments, or accounts. The charges for this service will be at operator handled rates.

B. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Each group of 50 codes, or fraction	SBP	(1)

(1) Charges for this service will be at the operator handled rates.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SERVICES LIMITED TO EXISTING CUSTOMERSTRANSFER SERVICE

## A. General

This service provides for the automatic transfer of incoming calls from one line to another through the operation of a key at the customer's location.

## B. Conditions

1. This service is available only with one-party or key business lines or PBX/PABX trunks within the same central office, where the central office is so equipped and only where the equipment allows.

## C. Rates and Charges

1. In addition to the following monthly rates, Service Charges apply.

	<u>Monthly Rate</u>	<u>Installation Charge</u> (NRCTRNSVC, NRCTRNSVCCHG)
2. Customer Transfer Service	(TS)	
a. <b>former GTE North Incorporated</b>	\$5.00	\$13.30
1) Subsequent line change	-	6.65
b. <b>former GTE Missouri</b>	4.75	-
c. <b>former GTE Systems of Missouri</b>	6.00	-
d. <b>former GTE of Eastern Missouri</b>	6.50	-

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Manager, Tariffs and Compliance  
Monroe, Louisiana

**GENERAL AND LOCAL EXCHANGE TARIFF**

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COMPETITIVE EXCHANGES

A. BUSINESS EXCHANGES

The following exchanges are classified as competitive for business services:

BOURBON  
COLUMBIA  
CUBA  
O'FALLON  
ST. JAMES  
ST. PETERS  
WENTZVILLE

B. RESIDENTIAL EXCHANGES

The following exchanges are classified as competitive for residential services:

AVA	(N)
COLUMBIA	I
CRANE	(N)
DARDENNE	
MARSHFIELD	(N)
O'FALLON	
SEYMOUR	(N)
ST. PETERS	
WENTZVILLE	

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Manager, Tariffs and Compliance  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

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Cancelled

COMPETITIVE EXCHANGES

March 3, 2006 (N)

Public Service Commission  
MISSOURI

A. BUSINESS EXCHANGES

The following exchanges are classified as competitive for business services:

BOURBON  
COLUMBIA  
CUBA  
O'FALLON  
ST. JAMES  
ST. PETERS  
WENTZVILLE

B. RESIDENTIAL EXCHANGES

The following exchanges are classified as competitive for residential services:

DARDENNE  
O'FALLON  
ST. PETERS  
WENTZVILLE

(N)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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RULES AND REGULATIONS APPLYING TO ALL CUSTOMER CONTRACTS

(N)

MISSOURI STATUTORY AND REGULATORY WAIVERS

A. Rules

- 4 CSR 240-3.550(4) and (5)(A) – Telecommunications Company Records and Reports Requirements
- 4 CSR 240-32.060 – Telecommunications Service – Engineering and Maintenance
- 4 CSR 240-32.070 – Quality of Service
- 4 CSR 240-32.080 – Service Objectives and Surveillance Levels
- 4 CSR 240-33.040 – (with the exception of subsection (4), which shall remain in effect) – Billing and Payments Standards for Residential Customers
- 4 CSR 240-33.045 – Requiring Clear Identifications and Placement of Separately Identified Charges on Customer Bills

B. Statutes

- Section 392.210 RSMo, Sub. 2 – System of Accounts
- Section 392.240 RSMo, Sub.1 – Election of Directors
- Section 392.270 RSMo – Valuation of Property
- Section 392.280 RSMo – Depreciation
- Section 392.290 RSMo – Right to Issue Stocks, Bonds and Notes
- Section 392.300 RSMo –Transfer of Property
- Section 392.310 RSMo – Approval of Issuance of Stocks, Bonds, etc.
- Section 392.320 RSMo – Certificate of Approval for Dividends
- Section 392.330 RSMo – Account for Disposition of Proceeds
- Section 392.340 RSMo – Reorganization

(N)

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Director, Tariffs and Compliance  
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