

NETWORK OPERATOR SERVICES, INC.

ORIGINAL SHEET 1

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**TITLE SHEET**

**MISSOURI TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for long distance telecommunications, including the provision of operator services, provided by Network Operator Services, Inc., with principal offices located at 119 West Tyler, Suite 260, Longview, Texas, 75601. This tariff applies for services furnished within the state of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

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Issued: November 28, 1994

Effective: December 28, 1994

Network Operator Services, Inc.  
P.O. Box 3529  
Longview, TX 75606

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WAIVER OF RULES AND REGULATIONS

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Pursuant to Case No. TA-95-90, the following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

STATUTES

- Section 392.240(1) Rates-reasonable average return on investment.
- Section 392.270 Property valuation.
- Section 392.280 Depreciation rates.
- Section 392.290 Issuance of stocks and bonds.
- Section 392.310 Issuance of stocks and bonds.
- Section 392.320 Issuance of stocks and bonds.
- Section 392.330 Issuance of stocks and bonds.
- Section 392.340 Reorganization.

COMMISSION RULES

- 4 CSR 240-10.020 Income on depreciation fund investments.
- 4 CSR 240-30.010(2)(C) Posting exchange rates at central offices.
- 4 CSR 240-32.030(1)(B) Exchange boundary maps.
- 4 CSR 240.32.030(1)(C) Record of access lines.
- 4 CSR 240.32.030(2) Records kept within state.
- 4 CSR 240.32.050(3-6) Telephone directories.
- 4 CSR 240.32-070(4) Coin telephones.
- 4 CSR 240.33.030 Inform customers of lowest priced service.

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SYMBOLS

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

- D - Delete or Discontinue
- I - Change Resulting In An  
Increase to A Customer's Bill
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduction  
to A Customer's Bill
- T - Change In Text or Regulation  
But No Change In Rate or Charge

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A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Missouri Public Service Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, approval process the most current sheet number on file with the Commission is not always the tariff page in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

D. Check Sheets - When a tariff filing is made with the Missouri Public Service Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Missouri Public Service Commission.

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Original Sheet 5

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**RULES**

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**RULE 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**ACCESS LINE** - An arrangement which connects the customer's location to Network Operator Services, Inc. switching center.

**AUTHORIZATION CODE** - A numerical code which enables a customer to access the carrier.

**CALLED STATION** - Denotes the terminating point of a call (i.e., the called telephone number).

**CALLING CARD** - A card assigned by local telephone companies which enables users to bill telephone calls to their local telco account.

**COLLECT CALL** - A payment arrangement whereby the called station accepts billing for the call placed through Network Operator Services, Inc.

**COMMERCIAL BANK CARD** - A credit card issued by a bank to which telephone calls may be charged. (i.e. Visa, Mastercard, American Express)

**COMPANY OR CARRIER** - Network Operator Services, Inc.

**CUSTOMER** - Denotes any individual, partnership, association, corporation, or any other entity who subscribes to the services offered in this tariff.

**DIRECT DIAL (1+) CALLS** - Calls placed without the assistance of an operator.

**LATA** - (Local Access Transport Area) A geographic area established as required by the Modified Final Judgment in the government's antitrust suit against the Bell System for the provision and administration of communication services.

**OPERATOR ASSISTED CALLS** - Calls which require the assistance of an operator for completion. For example, collect calls.

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RULE 1 - CONT.

PERSON TO PERSON CALL - A service arrangement whereby the caller specifies to the operator a particular person, department, mobile station, extension, or office to be reached.

SERVICE CHARGE - A charge added to the basic mileage rate for a telephone call for the assistance of an operator or the usage of a calling card.

THIRD PARTY BILLING - A payment arrangement which allows the end user to assign billing to a telephone number which is different from the calling or called telephone number.

TRANSLATION (INBOUND) "800" SERVICE - Calling service which allows the charges for incoming calls to be billed to the recipient of the calls.

TRAVEL CARD - A card assigned by Network which allows Network's customers to bill telephone calls to their Network account.

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RULE 2 - SERVICE OFFERINGSMISSOURI  
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Network Operator Services, Inc. provides 24 - hour long distance services, including operator assisted services. We handle direct dial (1+) calls, translation (inbound) "800" calls, collect calls, person to person calls, calling card calls, Network travel card calls, commercial bank card calls (when available at a particular location), and calls billed to a third number.

RULE 3 - UNDERTAKING OF NETWORK OPERATOR SERVICES, INC.

Network Operator Services, Inc. provides long distance service (direct dial, inbound "800", and travel card calling) directly to residence and business customers.

Network Operator Services, Inc. also provides operator assistance for pay telephones, hotels and motels, hospitals, airports, colleges, etc. Services are provided to subscribed customers for all operator assisted traffic on their phones.

RULE 4 - TIMING OF CALLS

Network Operator Services, Inc. begins charges on a call when a connection is made. on direct dial services, charges are calculated according to customer specific agreements. Charges may be based on 6 second, 30 second, or one minute increments. On operator assisted calls, the minimum charge is usually for one minute, and charges are calculated on a per minute basis. Some locations have a three minute minimum charge.

RULE 5 - INCOMPLETED CALLS

Calls which are not completed (busy numbers, no answer, etc.) are not billed.

RULE 6 - CREDITS AND REFUNDS

If a credit is requested on a call due to trouble on the line (such as a bad connection, disconnection, wrong number dialed, etc.), and the credit is requested immediately through the operator, it is usually issued immediately. All other credit requests are handled through our business office.

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RULE 7 - CALCULATION OF DISTANCE MISSOURI Public Service Commission

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of a call. For the purpose of determining airline mileage, vertical and horizontal grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. Network Operator Services, Inc. uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape.

FORMULA:

$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

NOTE: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

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RULE 8 - BILLING OF SERVICES

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Long distance calls, including direct dial and operator assisted calls, that are handled by Network Operator Services, Inc. will be billed to the user's LEC (local exchange carrier) telephone bill unless the end user has a direct billing arrangement with Network. Network Operator Services, Inc. will submit call records directly to Southwestern Bell and GTE Central for billing. Calls billed to other LEC's in the state of Missouri will be processed through OAN, a clearinghouse located in Van Nuys, California. All calls will be processed at Network's tariffed rates. Network handles all billing inquiries for calls billed through Southwestern Bell and GTE Central. A toll-free number (800-530-4898) appears on all pages with Network charges. OAN will handle billing inquiries on behalf of Network. End user telephone bills will contain toll-free customer service numbers. OAN is authorized to resolve disputes and adjust a user's bill whenever necessary. Where OAN is unable to resolve an inquiry, the caller is referred to Network's tollfree customer service number for assistance. Calls billed to a commercial credit card will be processed through Transaction Billing Resources (TBR). TBR is a clearinghouse for the processing of commercial card transactions.

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3.1 DIRECT DIAL (1+) Per minute, all mileage bands

Intrastate/Intralata

Intrastate/Interlata

.13

.14

3.2 TRANSLATION "800" (INBOUND) Per minute

.19

3.3 NETWORK TRAVEL CARD RATES Per minute, all mileage bands

Calls billed to a travel card issued by Network will be billed at 35¢ for the first minute and 300 for each additional minute. Network does not impose a service charge on these calls.

3.4 OPERATOR ASSISTED RATES Per minute, all mileage bands

.42

3.5 Service Charges for Operator Assisted Calls

Network Operator Services, Inc. will charge the following service charges for operator assisted calls, calling card calls, and commercial bank card calls:

Calling Card and Commercial Bank Cards (except NETWORK TRAVEL CARD)

You dial O+ area code and number - \$ 1.98

You dial just 0 - \$ 2.95

Collect and Bill to Third Party

You dial O+ area code and number - \$ 1.98

You dial just 0 - \$ 2.95

Person to Person

You dial O+ area code and number - \$ 3.50

You dial just 0 - \$ 3.50

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