

Birch Telecom of Missouri, LLC
d/b/a Birch Communications, LLC

1st Revised Adoption Notice (C)
Cancels Original Adoption Notice (C)

ADOPTION NOTICE

MISSOURI LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF (T)

Birch Telecom of Missouri, LLC d/b/a Birch Communications, LLC hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs heretofore filed with the Public Service Commission, State of Missouri, by Birch Telecom of Missouri, Inc. d/b/a Birch Communications prior to May 10, 2018. (N)
(N)

Birch Telecom of Missouri, Inc. hereby files this “Adoption Notice” in order to inform the Missouri Public Service Commission (MPSC) that it registered the assumed name “Birch Communications” with the Missouri Secretary of State (Certificate No. X00882100) and herewith provides the Missouri P.S.C. Tariff No. 3 and 2nd revised Sheet No. 1 reflecting the changes.

No other changes, additions, cancellations have been made to Birch Communications’ Missouri P.S.C. Local Exchange Services Tariff No. 3.

Issued: April 10, 2018

Effective: May 10, 2018

Issued by: Gordon P. Williams, Jr. – Senior Vice President & General Counsel
Birch Telecom of Missouri, LLC d/b/a Birch Communications, LLC
2323 Grand Blvd., Suite 925
Kansas City, MO 64108

CANCELLED
June 1, 2020
Missouri Public
Service Commission
TN-2020-0346; JC-2020-0194

FILED
Missouri Public
Service Commission
TN-2018-0284; YC-2018-0132

ADOPTION NOTICE

BIRCH TELECOM OF MISSOURI, INC. dba
BIRCH COMMUNICATIONS

Birch Telecom of Missouri, Inc. hereby files this "Adoption Notice" in order to inform the Missouri Public Service Commission (MPSC) that it registered the assumed name "Birch Communications" with the Missouri Secretary of State (Certificate No. X00882100) and herewith provides the Missouri P.S.C. Tariff No. 3 and 2nd revised Sheet No. 1 reflecting the changes.

No other changes, additions, cancellations have been made to Birch Communications' Missouri P.S.C. Local Exchange Services Tariff No. 3.

Issued: March 26, 2008

Christopher J. Bunce, Vice President Legal and General Counsel
Birch Communications
2300 Main St. Suite 600
Kansas City, MO 64108

Effective: April 25, 2008

CANCELLED
May 10, 2018
Missouri Public
Service Commission
TN-2018-0284; YC-2018-0132

FILED
Missouri Public
Service Commission
TN-2008-0307

Birch Telecom of Missouri, LLC
d/b/a Birch Communications, LLC

3rd Revised Sheet No. 1
Cancels 2nd Revised Sheet No. 1 (C)
(C)

Birch Telecom of Missouri, LLC (C)
d/b/a Birch Communications, LLC (C)

Local Exchange Services Tariff

This Tariff, filed with the Missouri Public Service Commission, contains the terms and conditions applicable to local exchange telecommunications services in the State of Missouri by Birch Telecom of Missouri, LLC d/b/a Birch Communications, LLC (the “Company”). Copies of this Tariff may be inspected during normal business hours at the Company’s principal place of business. The Company provides exchange telecommunications services on resale and facilities-based bases. (C)

Notice: Pursuant to Case No. TA-97-372, the Missouri Public Service Commission has classified Birch Telecom of Missouri, Inc. as a competitive telecommunications company under the provisions of Chapter 392, Revised Statutes of Missouri, and waived the following statutes and rules: 392.210.2; 392.270; 392.280; 392.290.1; 392.300.2; 392.310; 392.320; 392.330; 392.340; 4 CSR 240-10.020; 4 CSR 240-30-040; 4 CSR 240-35

Wherever in this Tariff or its headings, the term “Company” or the name Birch Telecom of Missouri, LLC, Birch Telecom or Birch appears, that shall mean and shall refer to Birch Telecom of Missouri, LLC d/b/a Birch Communications, LLC. (C)
(C)

Issued: April 10, 2018

Effective: May 10, 2018

Issued by: Gordon P. Williams, Jr. – Senior Vice President & General Counsel
Birch Telecom of Missouri, LLC d/b/a Birch Communications, LLC
2323 Grand Blvd., Suite 925
Kansas City, MO 64108

CANCELLED
June 1, 2020
Missouri Public
Service Commission
TN-2020-0346; JC-2020-0194

FILED
Missouri Public
Service Commission
TN-2018-0284; YC-2018-0132

Birch Telecom of Missouri, Inc. dba Birch Communications

(T)

Local Exchange Services Tariff

This Tariff, filed with the Missouri Public Service Commission, contains the terms and conditions applicable to local exchange telecommunications services in the State of Missouri by Birch Telecom of Missouri, Inc. dba Birch Communications (the "Company"). Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business. The Company provides exchange telecommunications services on resale and facilities-based bases.

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Wherever in this Tariff or its headings, the term "Company" or the name Birch Telecom of Missouri, Inc., Birch Telecom or Birch appears, that shall mean and shall refer to Birch Telecom of Missouri, Inc. dba Birch Communications.

(T)

(T)

(T)

Issued: March 26, 2008

Effective: April 25, 2008

Christopher J. Bunce, Vice President Legal and General Counsel
Birch Communications
2300 Main St. Suite 600
Kansas City, MO 64108

CANCELLED
May 10, 2018
Missouri Public
Service Commission
TN-2018-0284; YC-2018-0132

FILED
Missouri Public
Service Commission
TN-2008-0307

Birch Telecom of Missouri, Inc.

Local Exchange Services Tariff

This Tariff, filed with the Missouri Public Service Commission, contains the terms and conditions applicable to local exchange telecommunications services in the State of Missouri by Birch Telecom of Missouri, Inc. (the "Company"). Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business. The Company provides exchange telecommunications services on resale and facilities-based bases.

(T)
(T),(D)

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Issued: August 14, 1998

Effective: September 14, 1998

David E. Scott, President
Birch Telecom of Missouri, Inc.
1004 Baltimore Ave., Suite 900
Kansas City, MO 64105

CANCELLED
April 25, 2008
Missouri Public
Service Commission

FILED
Missouri Public
Service Commission

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Birch Telecom of Missouri, Inc.

JAN 21 1998

Local Exchange Services Tariff

**MISSOURI
Public Service Commission**

This Tariff, filed with the Missouri Public Service Commission, contains the terms and conditions applicable to local exchange telecommunications services in the State of Missouri by Birch Telecom of Missouri, Inc. (the "Company"). Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business. The Company provides exchange telecommunications services on a resale basis. At such time as the Company provides facilities-based service, the Company will file an access tariff.

Notice: Pursuant to Case No. TA-97-372, the Missouri Public Service Commission has classified Birch Telecom of Missouri, Inc. as a competitive telecommunications company under the provisions of Chapter 392, Revised Statutes of Missouri, and waived the following statutes and rules: 392.210.2; 392.270; 392.280; 392.290.1; 392.300.2; 392.310; 392.320; 392.330; 392.340; 4 CSR 240-10.020; 4 CSR 240-30-040; 4 CSR 240-35.

CANCELLED

SEP 14 1998
By *SKRS#1*
**Public Service Commission
MISSOURI**

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
Birch Telecom of Missouri, Inc.
1000 Walnut Street, Suite 1220
Kansas City, MO 64106

97-372
**MISSOURI
Public Service Commission**

Birch Telecom of Missouri, Inc.

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Issued: October 27, 2004

Effective: November 27, 2004

G. Michael Cassity, President
Birch Telecom of Missouri, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108

CANCELLED
August 8, 2008
Missouri Public
Service Commission

FILED
MO PSC

Birch Telecom of Missouri, Inc.

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CANCELLED

NOV 27 2004

By *GWR RS 2*
Public Service Commission
MISSOURI

Missouri Public
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FILED FEB 25 2004

Issued: January 26, 2004

Effective: February 25, 2004

David E. Scott, President
Birch Telecom of Missouri, Inc.
1004 Baltimore Ave., Suite 900
Kansas City, MO 64105

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FEB 25 2004
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By *44 RS 2*
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APR 30 1999

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Missouri Public Service Commission
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CANCELLED

MAR 01 1999

By *2nd RS#2*
Public Service Commission
MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998

David E. Scott, President
Birch Telecom of Missouri, Inc.
1004 Baltimore Ave., Suite 900
Kansas City, MO 64105

SEP 14 1998

MISSOURI
Public Service Commission

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SEP 14 1998

By *10/25/98*
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ISSUED: November 18, 2010

EFFECTIVE: December 18, 2010

Issued by: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

FILED
Missouri Public
Service Commission
JC-2011-0255

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(N)

Issued: November 19, 2008

Effective: December 19, 2008

CANCELLED
December 18, 2010
Missouri Public
Service Commission
JC-2011-0255

Christopher J. Bunce, Vice President Legal, and General Counsel
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2300 Main St. Suite 600
Kansas City, MO 64108

Filed
Missouri Public
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JC-2009-0381

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Birch Telecom of Missouri, Inc.

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Issued: October 27, 2004

Effective: November 27, 2004

CANCELLED
August 8, 2008
Missouri Public
Service Commission

G. Michael Cassity, President
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Birch Telecom of Missouri, Inc.

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(M)

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FILED FEB 25 2004

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Service Commission

REC'D DEC 03 2003

CANCELLED

FEB 25 2004

By *LSH RS3*
Public Service Commission
MISSOURI

Missouri Public
Service Commission

FILED JAN 08 2004

Issued: December 5, 2003

Effective: January 8, 2004

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Birch Telecom of Missouri, Inc.

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MO. PUBLIC SERVICE COMM

CANCELLED

APR 30 1999

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Public Service Commission
MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998

David E. Scott, President
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SEP 14 1998

MISSOURI
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JAN 21 1998

**MISSOURI
Public Service Commission**

CANCELLED

SEP 14 1998

By *1st RRS #3*
**Public Service Commission
MISSOURI**

FILED

Issued: January 21, 1998

Effective: February 20, 1998

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Kansas City, MO 64106

FEB 20 1998
97-372

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Issued: November 19, 2008

Effective: December 19, 2008

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Cancelled
July 3, 2009
Missouri Public
Service Commission
TM-2009-0411; YC-2009-0852

Filed
Missouri Public
Service Commission
JC-2009-0381

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Issued: July 9, 2008

Effective: August 8, 2008

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Cancelled
December 19, 2008
Missouri Public
Service Commission
JC-2009-0381

FILED
Missouri Public
Service Commission

Birch Telecom of Missouri, Inc.

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(D)

Issued: April 26, 2005

Effective: May 26, 2005

CANCELLED
August 8, 2008
Missouri Public
Service Commission

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Filed
MO PSC

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(M) Text moved to 2nd Revised Sheet No. 4.01.

Issued: December 16, 2003

Effective: January 16, 2004

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**Missouri Public
Service Commission**

FILED JAN 16 2004

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REC'D FEB 28 2003

CANCELLED

MAY 15 2003
by S. H. R. O. J.
Public Service Commission
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FILED MAR 31 2003

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REC'D OCT 10 2001

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(T)

CANCELLED

MAR 31 2003
JMS
Public Service Commission
MISSOURI

Issued: October 10, 2001

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Effective: November 9, 2001

Missouri Public

FILED NOV 09 2001

Service Commission

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(T)

CANCELLED

NOV 09 2001
1. Cath R. Shea
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MISSOURI

Issued: October 30, 2000

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Effective: November 29, 2000

Missouri Public
Service Commission

FILED NOV 29 2000

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CANCELLED

MAR. 0 1 1999

By *2nd RS*
Public Service Commission
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FILED

Issued: August 14, 1998

Effective: September 14, 1998

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Kansas City, MO 64105

SEP 14 1998

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JAN 21 1998

MISSOURI
Public Service Commission

CANCELLED

SEP 14 1998

By *IskRS/11*
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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Kansas City, MO 64106

FEB 20 1998

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Birch Telecom of Missouri, Inc.

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Issued: December 16, 2003

Effective: January 16, 2004

David E. Scott, President
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1004 Baltimore Ave., Suite 900
Kansas City, MO 64105

Cancelled
July 3, 2009
Missouri Public
Service Commission
TM-2009-0411; YC-2009-0852

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CANCELLED

JAN 16 2004
By *Andrs 4.01*
Public Service Commission
MISSOURI

Missouri Public
Service Commission

FILED APR 30 1999

Issued: March 31, 1999

Effective: April 30, 1999

David E. Scott, President
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Birch Telecom of Missouri, Inc.

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Service Commission

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REC'D JAN 29 1999

CANCELLED

APR 30 1999
By *KSRS* # 4101
Public Service Commission
MISSOURI

Missouri Public
Service Commission

FILED MAR 01 1999

Issued: January 29, 1999

Effective: March 1, 1999

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EXPLANATION OF SYMBOLS

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D Delete or Discontinue

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I Change resulting in an increase in rate

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M Moved from another Tariff location

N New

R Change resulting in a reduction in rate

T Change in text or regulation but no change in rate or charge

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AUG 28 2000

1st KS 6

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FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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Kansas City, MO 64106

FEB 20 1998

97-372

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MAR 01 1999

By *2nd RS # 1*
Public Service Commission
MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998

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SERVICE MARKS

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Following are service marks of Southwestern Bell Telephone Company used throughout this tariff **JAN 21 1998**

- 1+ Saver
- AutoConnect
- BizSaver
- DigiLine
- EasyOptions
- Line of Distinction
- Personality Logo
- Personalized Ring
- Plexar
- Signature Listing
- SmartTrunk
- TeleBranch
- The BASICS
- The WORKS
- The WORKS Plus

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CANCELLED

SEP 14 1998
By *ISRO#7*
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

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FEB 20 1998
97-372
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Birch Telecom of Missouri, Inc.

1. DEFINITIONS AND ABBREVIATIONS

The following terms, whether or not capitalized in this Tariff, shall have the meanings set forth below:

900/976 Call Restriction – Allows customers to restrict 900/976 prefix outgoing calls from being placed over their exchange access lines. Customer may request unblocking, subject to the same non-recurring charge. (T)
(T)
(T)

AIOD (Automatic Identified Outward Dialing) – Where facilities and required arrangements exist, AIOD identifies outgoing Long Distance Message Telecommunications Service messages by station number.

Auto Redial – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

Call Blocker – Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Forwarding-Busy Line – Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forwarding-Busy Line/Don't Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

Call Forwarding-Don't Answer – Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Trace – Allows the customer to dial a code to automatically request a record of the caller's originating telephone number, the date, and time of the call, as well as the date and time of the customer initiated trace. The information is stored and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

Issued: December 5, 2003

Effective: January 8, 2004

CANCELLED
August 8, 2008
Missouri Public
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(M)

1. DEFINITIONS AND ABBREVIATIONS

REC'D JAN 20 1999

The following terms, whether or not capitalized in this Tariff, shall have the meanings set forth below:

900 Call Restriction – Allows customers to restrict 900 prefix outgoing calls from being placed over their exchange access lines.

AIOD (Automatic Identified Outward Dialing) – Where facilities and required arrangements exist, AIOD identifies outgoing Long Distance Message Telecommunications Service messages by station number.

Auto Redial – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

Call Blocker – Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

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Call Forwarding-Busy Line/Don't Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

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Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Trace – Allows the customer to dial a code to automatically request a record of the caller's originating telephone number, the date, and time of the call, as well as the date and time of the customer initiated trace. The information is stored and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

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Issued: January 29, 1999

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Kansas City, MO 64105

Effective: March 1, 1999
Missouri Public
Service Commission

FILED MAR 01 1999

TARIFF FORMAT

JAN 21 1998

- A. Sheet Numbering – Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between Sheets Nos. 7 and 8 would be Sheet No. 7.01.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 2nd revised Sheet No. 7 cancels the 1st revised Sheet No. 7. Because of various suspension periods, deferrals, etc. the Commission follows in their Tariff 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 eight levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 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)

CANCELLED

MAR 01 1999
by ISFRS#8
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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Kansas City, MO 64106

FEB 20 1998
97-372
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1. DEFINITIONS AND ABBREVIATIONS (continued)

(M)



(M)

Call Transfer – Provides the capability to transfer or add a third party, using the same line.

Call Transfer Disconnect – Call Transfer Disconnect service enables business customers to add another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call. The Call Transfer Disconnect feature cannot be used to expand a calling scope and is therefore not available to customers subscribing to an optional flat rate local, toll or expanded calling plan. Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate. They may not resell this service

(N)



(N)

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

(M)

(M)

Call Waiting ID – Allows for the display of the name and/or number of a new caller when user is already talking on the telephone and receives another phone call on the customer’s CPE and allows the customer to decide to answer the new incoming call or not.

(N)



Call Waiting ID Options – Allows Call Waiting ID customer to identify the name and/or number of an incoming caller when already talking on the telephone and receive another phone call on customer’s CPE. The customer may decide how to handle the second caller from a menu choice known as Disposition Codes appearing on the customer’s CPE as menu options.

(N)

1. DEFINITIONS AND ABBREVIATIONS

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The following terms, whether or not capitalized in this Tariff, shall have the meanings set forth below:

(N) 900 Call Restriction – Allows customers to restrict 900 prefix outgoing calls from being placed over their exchange access lines.

AIOD (Automatic Identified Outward Dialing) – Where facilities and required arrangements exist, AIOD identifies outgoing Long Distance Message Telecommunications Service messages by station number.

Auto Redial – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

(N) Call Blocker – Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Forwarding-Busy Line – Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forwarding-Busy Line/Don't Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

Call Forwarding-Don't Answer – Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Trace – Allows the customer to dial a code to automatically request a record of the caller's originating telephone number, the date, and time of the call, as well as the date and time of the customer initiated trace. The information is stored and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

Call Transfer – Provides the capability to transfer or add a third party, using the same line.

CANCELLED

MAR 01 1999

By *2nd RS #9*

Public Service Commission MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998
SEP 14 1998

David E. Scott, President
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Kansas City, MO 64105

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1. DEFINITIONS AND ABBREVIATIONS

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The following terms, whether or not capitalized in this Tariff, shall have the meanings set forth below:

JAN 21 1998

Company, the – Birch Telecom of Missouri, Inc. unless the context indicates otherwise.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

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Commission – The Missouri Public Service Commission, unless the context indicates otherwise.

Customer – The Person which orders or uses the service and is responsible for the payment of rates and charges and compliance with tariff regulations.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Customer Provided Equipment (CPE) – Equipment provided by the Customer.

Demarcation Point – That point of interconnection between the Company's facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules and regulations (a network interface).

The network interface may be located at a point other than the normal demarcation point where the network interface is already established by the presence of network equipment on the effective date of this Tariff. For multi-unit structures (e.g., apartments, college campuses, shopping centers), the structure owner shall make the final decision on whether the structure shall be treated as a multi-unit structure with one Demarcation Point per unit or, as a single unit with one Demarcation Point for the entire structure. The structure owner shall have the option of having the Demarcation Point placed at a location other than that determined by the Company, provided the structure owner pays any additional construction costs and such location is consistent with the minimum point of entry standard.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, recreational vehicles), the Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks and similar premises may be treated by the Company as a single unit premises, with the Demarcation Point being placed on the shore.

Disconnection – The temporary cessation of telecommunications service.

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Tariff.

LATA – Local Access and Transport Area.

CANCELLED

SEP 14 1998

By *ISR*
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

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1. DEFINITIONS AND ABBREVIATIONS (continued)

(M)
|
(M)

Cancel Call Waiting – Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Caller ID – Number – Identifies the 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

Caller ID on Call Waiting – Provides calling number and calling name delivery following the Call Waiting tone.

Caller ID Blocking – Blocks the delivery of the number and name to the called party on a per call basis. Can either be “selective” or “complete.”

Calling Features – Optional telephone services allowing customers to efficiently manage the call flow generated over their exchange access lines.

Centrex-1 – An optional communications system available to business customers which combines 2 to 9 individual exchange access lines into a Centrex-I group.

Centrex Express – An optional central office-based communications system available to business customers. Centrex Express is provided through an arrangement of exchange access lines, Centrex Express stations and station line facilities, switching equipment, customer facility group and other facilities located on Company premises. A Centrex Express customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Centrex Express exchange access lines to which they subscribe. A Centrex Express System may consist of multiple customer premises locations when all Centrex Express stations are served by the same serving central office.

Collect Call – Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be reoriginated from the called service point.

Company, the – Birch Telecom of Missouri, Inc. unless the context indicates otherwise.

Commission – The Missouri Public Service Commission, unless the context indicates otherwise.

Conference Telephone Service – The furnishing of simultaneous connection between three or more exchange access arrangements. If Long Distance Message Telecommunications rates would apply on a connection between any two of the exchange access arrangements so connected, conference service will be furnished in accordance with Section 4.X of this Tariff.

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PSC Mo. No. 3

AUG 14 1998 1st Revised Sheet No. 10

Replacing Original Sheet No. 10

Birch Telecom of Missouri, Inc.

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I. DEFINITIONS AND ABBREVIATIONS (continued)

(N)

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Cancel Call Waiting – Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Caller ID – Number – Identifies the 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

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Calling Features – Optional telephone services allowing customers to efficiently manage the call flow generated over their exchange access lines.

Centrex-1 – An optional communications system available to business customers which combines 2 to 9 individual exchange access lines into a Centrex-1 group.

Centrex Express – An optional central office-based communications system available to business customers. Centrex Express is provided through an arrangement of exchange access lines, Centrex Express stations and station line facilities, switching equipment, customer facility group and other facilities located on Company premises. A Centrex Express customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Centrex Express exchange access lines to which they subscribe. A Centrex Express System may consist of multiple customer premises locations when all Centrex Express stations are served by the same serving central office.

Collect Call – Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be reoriginated from the called service point.

Company, the – Birch Telecom of Missouri, Inc. unless the context indicates otherwise.

Commission – The Missouri Public Service Commission, unless the context indicates otherwise.

(N)

Conference Telephone Service – The furnishing of simultaneous connection between three or more exchange access arrangements. If Long Distance Message Telecommunications rates would apply on a connection between any two of the exchange access arrangements so connected, conference service will be furnished in accordance with Section 4.X of this Tariff.

CANCELLED
MAR 01 1999
By *RS#10*
Public Service Commission
MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998

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SEP 14 1998
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Public Service Commission

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Birch Telecom of Missouri, Inc.

Original Sheet No. 10

JAN 21 1998

1. DEFINITIONS AND ABBREVIATIONS (continued)

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

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Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Residence or Residential – When used in relation to service, means service provided in private residence for personal non-business use.

Station – Telephone equipment from or to which calls are placed.

Trunk – A commercial channel between two switching (i.e., Central Office, PBX) systems.

Termination – The permanent cessation of telecommunications service.

CANCELLED

SEP 14 1998
By [Signature] #10
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

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FEB 20 1998
97 - 372
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Birch Telecom of Missouri, Inc.

1. DEFINITIONS AND ABBREVIATIONS (continued)

Directory Listing (continued)

Additional Listings -- A separate and alphabetically distinct listing for the names of anyone else living at the end user's home or, for example, partners in a business.

Alternate Listings -- A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Additional Listing Hunt Number Group -- An additional listing which bears that name of the line other than the first line of a rotary number group. (N)
(N)

Additional Main Listings- Additional Main Listing may be ordered for a Personalized Ring Number (Distinctive Ring) in order to list the name of a person, firm or corporation other than the end user of record. The end-user is allowed one free additional main listing per Personalized Ring number (N)
|
(N)

Caption Listings- A caption is a listing set arrangement composed of a caption header and indented listings. A caption benefits the use by simplifying the appearance of the listing. (N)
(N)

Dual Name Listings -- A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines -- An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

Foreign Listings -- Allows the Customer to have a Directory listing outside of his/her local area.

Free Additional Listing- A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. There is no charge for this listing. (N)
(N)
(D)

Non-listed Service -- A listing, at the customer's request, is omitted from the Directory, but appears on Directory Assistance records.

Non-published Exchange Service -- A listing, at the customer's request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Primary Listing -- One listing in the Directory, at no charge, when applying for telephone service. One copy of the telephone directory for the service area in which Customer is a subscriber will be delivered to Customer within 10 days after service is installed. (M)
(M)

Regular Extra Listings -- A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.

(D)
(M)

(M) Text for Primary Listing previously located on 2nd Revised Sheet No. 80.

(M) Residence Bold or Script Listings and Residence Family Space Listings moved to Original Sheet No. 10.02.1

Issued: July 1, 2003

Effective: August 1, 2003

CANCELLED
July 30, 2010
Missouri Public
Service Commission
JC-2010-0766

David E. Scott, President
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Filed
MO PSC

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PSC Mo. No. 3

Birch Telecom of Missouri, Inc.

AUG 14 1998
Original Sheet No. 10.02

MO. PUBLIC SERVICE COMM

1. DEFINITIONS AND ABBREVIATIONS (continued)

(N) Directory Listing (continued)

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user's home or, for example, partners in a business.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Dual Name Listings – A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines – An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

Foreign Listings – Allows the Customer to have a Directory listing outside of his/her local area.

Night Number Terminal Service – Allows callers to be routed to a specific line or trunk in a hunt group. The Night Number is strapped in the central office to either a telephone number or a terminal working at the end user's location.

Nonlisted Service – A listing, at the customer's request, is omitted from the Directory, but appears on Directory Assistance records.

Nonpublished Exchange Service – A listing, at the customer's request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service.

Regular Extra Listings – A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.

Residence Bold or Script Listings – Special print styles (bold or script) available for listings in the residence Directory.

Residence Family Space Listings – Allows the Customer to have first names or nicknames of family members placed within a customized space outlines with a bold box.

Residence Custom Extra Line Listing – A customized extra line(s) associated with the end user's alphabetical residential listing which allows the end user to further describe himself or herself. Subject to approval by the Company, one to eight lines of descriptive information may be placed between the end user's name and address in their directory listings.

Residence Logo Listing – Allows an end user to choose a logo from a pre-selected menu of approved logos, which will appear with the end user's listing in the Directory. The entire listing will be enclosed within a box with the logo appearing in a space below the listed name and above the listed address.

CANCELLED

AUG 01 2003
ISRS 10.02

FILED

Issued: August 14, 1998

Effective: September 14, 1998

Public Service Commission
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SEP 14 1998

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Public Service Commission

Birch Telecom of Missouri, Inc.

1. DEFINITIONS AND ABBREVIATIONS (continued)

Directory Listing (continued)

Secretarial Listings – A listing contracted for by a Customer in the secretarial services business whereby that Customer's patrons, with their permission, are listed alphabetically in the Directory with the Customer's telephone number.

Supplemental Address Information- A supplemental address charge when an end user requests that additional information, such as apartment number, building number or suite number appear with the primary listed address in the white pages. (N)

Special Reversed Long Distance Charge – A subscriber of Special Reversed Long Distance Service may be furnished a foreign listing text of "no Charge for Calls Dialed Direct to This Number From (name of exchange)." (N)

Disconnection – The temporary cessation of telecommunications service.

DN – Dependent Number. See "Multi-Distinctive Ringing."

Dual Tone Multi-Frequency (DTMF) – The pulse type employed by tone dial station sets.

Exchange – A telephone system which provides for service within a specified area known as the "Exchange Area."

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Tariff.

Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.

Hunting – Rotary – A hunting arrangement that provides for sequential hunt over members identified within the hunt group. The hunt for an idle line begins at the telephone number dialed and proceeds sequentially through the lines identified in the hunt group until an idle line is found or the last assigned number within the hunt group is reached. If an idle line is found, the hunt stops and the idle line is rung. If all lines are busy, the caller receives a busy signal.

Hunting – Circle – A hunting arrangement similar to sequential hunting except, if no idle line is found by the time the last line in the group is reached, the hunt circles back to the first line in the group and hunts up to but not including the line where the hunt started.

Hunting – Preferential – Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Installation/Move Charge – A nonrecurring charge made under certain conditions covering the cost or portion of the cost of the work connecting, furnishing or moving telephone service.

Issued: July 1, 2003

Effective: August 1, 2003

CANCELLED
August 8, 2008
Missouri Public
Service Commission

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Filed
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AUG 14 1998

Original Sheet No. 10.03

Birch Telecom of Missouri, Inc.

MO. PUBLIC SERVICE COMM

(N) 1. DEFINITIONS AND ABBREVIATIONS (continued)

Directory Listing (continued)

Secretarial Listings – A listing contracted for by a Customer in the secretarial services business whereby that Customer's patrons, with their permission, are listed alphabetically in the Directory with the Customer's telephone number.

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Disconnection – The temporary cessation of telecommunications service.

(N) DN – Dependent Number. See "Multi-Distinctive Ringing."

AUG 01 2003

Dual Tone Multi-Frequency (DTMF) – The pulse type employed by tone dial station sets.

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Exchange – A telephone system which provides for service within a specified area known as the "Exchange Area."

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Tariff.

(N) Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.

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Hunting – Preferential – Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Installation/Move Charge – A nonrecurring charge made under certain conditions covering the cost or portion of the cost of the work connecting, furnishing or moving telephone service.

Issued: August 14, 1998

Effective: September 14, 1998

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SEP 14 1998

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Public Service Commission

2. RULES AND REGULATIONS (continued)

JAN 21 1998

2.6 Responsibility of the Customer (continued)

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2.6.1 (continued)

- E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide services to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by, the Company to the Customer;
- F. Providing the Company's authorized employees, contractors, or agents access to the Customer's premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service;
- G. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of the Company's facilities and equipment in any Customer Premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for the Company's employees, contractors, or agents to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or, upon termination service as stated herein, removing the facilities or equipment of the Company, and not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- H. A Customer who subscribes to the Company's Exchange Service and resells these services to others shall be responsible for complying with all laws and regulations of the State of Missouri, which relate to any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, Customers regarding local telephone service provided by another carrier.
- I. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

CANCELLED

JAN 11 1999

By let revised
**Public Service Commission
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FILED

Issued: January 21, 1998

Effective: February 20, 1998

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FEB 20 1998
97 - 372
MISSOURI
Public Service Commission

1. DEFINITIONS AND ABBREVIATIONS (continued)

(N)

Intercept Referral Service-Basic – Used when a customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address. This service is provided to residential customers for a minimum of 30 days, while capacity on facilities exists.

Intercept Referral Service-Special – Same as Intercept Referral Service – Basic, plus it provides additional information to the caller.

Intercom Calling – Enables single line customers to set up internal communications (intercom) between multiple telephone extensions. The customer establishes intercom calls by dialing a code and hanging up the telephone handset. The code activates distinctive ringing to alert intercom users of an intercom call. Three-Way Calling is necessary for the operation of Intercom Calling. This feature is obsolete except for existing customers at existing locations.

Interexchange Channel – That portion of a channel which interconnects exchanges in which the stations are located.

LATA – Local Access and Transport Area.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Message Rate Service – A class of Exchange Service, not including coin box service, for which charge is made wholly or in part on the basis of amount of use.

(N)

Multi-Distinctive Ringing – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

Multiline Hunt Group – Rotary (hunting) service provided in Electronic Switching System (ESS) offices where a standard seven-digit number is assigned only to the first line in a customer’s number group. Subsequent lines are designated by using two-, three- or four-digit numbers dependent on the type of ESS office. The Company reserves the right to determine when Multiline Hunt Group numbers are assigned.

Night Number Service – Allows calls to be routed to a specific line or trunk in a hunt group. The Night Number is strapped in the Central Office to either a telephone number of a terminal working at the end user’s location. Night numbers associated with a terminal will not hunt.

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

 Issued: August 14, 1998

Effective: September 14, 1998

CANCELLED
August 8, 2008
Missouri Public
Service Commission

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1. DEFINITIONS AND ABBREVIATIONS (continued)

(N)

Operator Services (continued)

Semi-Automated – Where the personal originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Preferred Number Service (PNS) – A residential service whereby incoming calls to the Customer’s PNS number are automatically forwarded by the Company central office equipment to the Customer’s current residence telephone number.

(N)

Priority Call – Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Company’s equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

Remote Access to Call Forwarding – Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Residence or Residential– When used in relation to service, means service provided in private residence for personal non-business use.

Selective Call Forwarding – Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer’s list and forward only those telephone numbers on the list.

(N)

Sent-Paid – Denotes a billing arrangement whereby a call is charged to the service point originating the call.

Series Completion – Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven-digit number. The Company reserves the right to determine when series completion numbers are assigned.

Missouri Public

2. RULES AND REGULATIONS (continued)

REC'D DEC 16 2003

2.6 Responsibility of the Customer (continued)

2.6.3. Integrator, PBX Connect, PRI Connect Services **Service Commission** (N)

In addition to the rates and charges contained in this Tariff, the Customer is responsible for the payment of all related charges for miscellaneous and supplemental service as specified in this and other tariffs of the Company.

a. PBX Connect Service, PRI Connect Service

The maximum number of DID numbers assigned per PRI Connect or PBX Connect T1 is 200. The minimum required service configuration for PRI Connect Service is one PRI Connect per location. The minimum required service configuration for PBX Connect is 12 channels per location.

An Early Termination Fee is applicable if service is terminated by Birch for Customer's breach or by Customer for any other reason prior to expiration of the term agreement subject only to those exclusions specified above. The applicable charges are dependent on the term commitment selected by the Customer as follows:

For 12-month term plan Customers, the Customer will be required to pay a one-time Early Termination Fee of 25% of all monthly recurring charges for the remainder of the 12-month term.

For 24-month term plan Customers, the Customer will be required to pay a one-time Early Termination Fee of 50% of all monthly recurring charges for the remainder of the 24-month term.

For 36-month term plan Customers, the Customer will be required to pay a one-time Early Termination Fee of 50% of all monthly recurring charges for the remainder of the 36-month term.

(N)

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2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or multi-year service contract. Such termination charge will be equal to one month's usage as projected in the Company's proposal for service, or the actual average monthly usage to date, whichever is higher, plus the monthly account charge for the remainder of the contract period.
- B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer.

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Tariff.
- B. The Company will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- C. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- D. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, 800; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
- E. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
- F. Customer is liable for all costs associated with collecting past due charges, including all attorney's fees.

Issued: January 21, 1998

Effective: February 20, 1998

CANCELLED
August 8, 2008
Missouri Public
Service Commission

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Birch Telecom of Missouri, Inc.

2. RULES AND REGULATIONS (continued)**2.6 Responsibility of the Customer (continued)****2.6.6 Deposits and Advance Payments (continued)****A. Advance Payments (continued)**

recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Deposits held will accrue interest at a rate which is equal to a rate of one percent (1%) above the prime lending rate as published in The Wall Street Journal. This amount shall be adjusted annually by using the prime lending rate published in The Wall Street Journal for the last business day of September of each year with the revised rate to be implemented on the first of October of each year.

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

2.6.7 Bad Check Charge

The Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the date due. On all unpaid business bills an \$8.00 charge or 1.5% of the unpaid balance, whichever is higher, will be applied if unpaid charges are greater than \$5.00. A charge of \$5.50 plus 1% of the unpaid balance will be applicable on all residential bills if unpaid charges are greater than \$5.00.

Collection procedures are unaffected by the application of the late payment charge. The late payment charge does not apply to final amounts.

Issued: March 7, 2008

Effective: March 17, 2008

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CANCELLED
August 8, 2008
Missouri Public
Service Commission

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2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

2.6.6 Deposits and Advance Payments (continued)

A. Advance Payments (continued)

recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Deposits held will accrue interest at a rate which is equal to a rate of one percent (1%) above the prime lending rate as published in The Wall Street Journal. This amount shall be adjusted annually by using the prime lending rate published in The Wall Street Journal for the last business day of September of each year with the revised rate to be implemented on the first of October of each year.

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

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2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the date due, multiplied by a factor. The late factor shall be 1.5% per month.

Collection procedures are unaffected by the application of the late payment charge. The late payment charge does not apply to final amounts.

Issued: January 21, 1998

Effective: February 20, 1998

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2. RULES AND REGULATIONS (continued)

JAN 21 1998

2.7 Responsibility of the Company

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Public Service Commission

2.7.1 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff and applicable rules of the Commission.
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially reduce the technical parameters of the service provided to the Customer.

2.7.2 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twelve hours.
- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

2.7.3 Cancellation of Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

2.7.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:

- A. Nonpayment of an undisputed delinquent charge;
- B. Failure to post a required deposit or guarantee;

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97-372
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2. RULES AND REGULATIONS (continued)

JAN 21 1998

2.7 Responsibility of the Company (continued)

**MISSOURI
Public Service Commission**

2.7.4 Disconnection of Service by the Company (continued)

- C. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- D. Failure to substantially comply with terms of a settlement agreement; or
- E. As provided by state and federal law.

Residential service may not be discontinued by the Company for failure to pay charges not subject to the Commission's jurisdiction unless specifically authorized in the Company's tariffs approved by the Commission.

Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Residential customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.

Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least five days prior to the date of the proposed discontinuance.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.

The Company's Notice of Discontinuance shall contain the following information:

- The name and address and the telephone number of the Customer.
- A statement of the reason for the proposed discontinuance and the cost (to the Customer) for reconnection.
- The date after which service will be discontinued unless appropriate action is taken.
- How a Customer may avoid the discontinuance.
- The Customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the Customer is unable to pay the charge in full.
- The telephone number where the Customer may make an inquiry.
- A statement that this notice will not be effective if the charges involved are part of an unresolved dispute.

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OCT 08 2004
By ISRS 22
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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1000 Walnut Street, Suite 1220
Kansas City, MO 64106

FEB 20 1998
97-372
**MISSOURI
Public Service Commission**

2. RULES AND REGULATIONS (continued)

2.9 Taxes and Surcharges

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

Missouri Universal Service Fund

- A. The Company will place on each retail end-user customer's bill a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Commission.
- B. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- C. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulate telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Tariff, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Tariff.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

(M) Text moved to 1st Revised Sheet No. 25.

2. RULES AND REGULATIONS (continued)

2.9 Taxes and Surcharges

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

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2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Tariff, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Tariff.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Statement of Customer's Rights and Responsibilities

Pursuant to Commission Rule 240-33.060 (3), the Company will provide its Customers with the following information at the time service is established

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2. RULES AND REGULATIONS (continued)

JAN 21 1998

2.9 Taxes and Surcharges

- 2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used.
- 2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

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2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Tariff, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Tariff.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Statement of Customer's Rights and Responsibilities

Pursuant to Commission Rule 240-33.060 (3), the Company will provide its Customers with the following information at the time service is established.

CANCELLED

APR 30 1999
By: JRS #24
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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Kansas City, MO 64106

FEB 20 1998
97-372
MISSOURI
Public Service Commission

2. RULES AND REGULATIONS (continued)

2.12 Statement of Customer's Rights and Responsibilities (continued)**Rights and Responsibilities of Missouri Residential Telephone Customers**

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

Your Telephone Bill

You will receive a telephone bill from us each month. Birch Telecom of Missouri, Inc. provides basic local telephone service (including access to 911, where available), long distance service (including collect calls) and certain custom calling services. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment may be sent to Birch Telecom of Missouri, Inc. Payment for service may be made by check. If you are temporarily having difficulty paying your telephone bill, please call Birch Telecom of Missouri, Inc. immediately at 1-888-772-4724. By doing this, you may avoid having your phone service disconnected or terminated.

Disconnection or Termination of Telephone Service

Your telephone service is subject to disconnection or termination for any of the reasons listed below. If service is terminated, a new telephone number will be assigned and you will be required to pay installation charges again. If service is disconnected, your telephone number is reserved for 10 days and you will not be charged installation charges again.

- A. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Birch Telecom of Missouri, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
- B. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- C. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- D. Misrepresentation of identity in obtaining telephone utility service.
- E. Incurs charges and evidences an intent not to pay such charges when due.

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2. RULES AND REGULATIONS (continued)

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2.12 Statement of Customer's Rights and Responsibilities (continued)

Rights and Responsibilities of Missouri Residential Telephone Customers (continued)

JAN 21 1998

Reconnection of Service

MISSOURI
Public Service Commission

After local telephone service has been disconnected, Birch Telecom of Missouri, Inc. will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- A. Payment for all undisputed amounts must be received by Birch Telecom of Missouri, Inc. or its authorized Agent.
- B. Installation charges must be paid again if your service has been terminated. Installation charges will not be charged if your service has been disconnected. However, there is a charge for restoration of suspended service if your service has been disconnected but not yet terminated.
- C. One month's advance payment and/or a deposit has been made.

Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to Birch Telecom of Missouri, Inc. at 1-888-772-4724. Written inquiries may be directed to Birch Telecom of Missouri, Inc. at 1000 Walnut Street, Suite 1220, Kansas City, MO 64106.

Filing a Complaint with the Missouri Public Service Commission

If Birch Telecom of Missouri, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, 5th Floor, Jefferson City, Missouri 65101, toll free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint, in writing, with the Missouri Public Service Commission at their mailing address: P. O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Missouri Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

2.13 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires.

CANCELLED

JAN 15 2001
157 RS 24
By
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
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FEB 20 1998
97-372
MISSOURI
Public Service Commission

3. SERVICE AREAS

3.1 Service Areas by Rate Group (1)

(T)

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

Adrian	Clever	Knob Noster	Pocohontas-New
Advance	Climax Springs	Lamar	Wells
Agency	Deering	LaMonte	
Altenburg-Frohna	Delta	Lancaster	Portageville
Archie	DeKalb	Leadwood	Puxico
Argyle	Downing	Lilbourn	Qulin
Armstrong	East Prairie	Linn	Richmond
Ash Grove	Edina	Lockwood	Richwoods
Beaufort	Elsberry	Louisiana	Risco
Bell City	Essex	Macks Creek	Rushville
Benton	Farley	Malden	Ste. Genevieve
Billings	Fayette	Marble Hill	St. Marys
Bismarck	Fisk	Marceline	San Antonio
Bloomfield	Frankford	Marionville	Scott City
Bloomsdale	Freeburg	Marston	Senath
Bowling Green	Gideon	Meta	Slater
Brookfield	Glasgow	Montgomery City	Smithville
Campbell	Grain Valley	Morehouse	Stanberry
Cardwell	Greenwood	New Franklin	Trenton
Carl Junction	Hayti	New Madrid	Tuscumbia
Carrollton	Higbee	Oak Ridge	Versailles
Caruthersville	Holcomb	Old Appleton	Vienna
Center	Hornersville	Oran	Walnut Grove
Chaffee	Jasper	Patton	Wardell
Charleston		Paynesville	Wellsville
Clarksville		Pierce City	Westphalia
			Wyatt

3.1.2 Rate Group A- MCA 4

Antonia
Eureka
Herculaneum-Pevely

3.1.2 Rate Group A- MCA 5

Gray Summit
Hillsboro
Ware

(1) Effective August 8, 2008 see Section 3.3 ,Service Areas by CLLI for updated service areas.

(T)

Issued: July 9, 2008

Effective: August 8, 2008

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CANCELLED
May 6, 2017
Missouri Public
Service Commission
JC-2017-0212

FILED
Missouri Public
Service Commission

Birch Telecom of Missouri, Inc.

3. SERVICE AREAS

3.1 Service Areas by Rate Group

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

Adrian	Clever	Knob Noster	Pocohontas-New
Advance	Climax Springs	Lamar	Wells
Agency	Deering	LaMonte	Portage Des Sioux
Altenburg-Frohna	Delta	Lancaster	Portageville
Archie	DeKalb	Leadwood	Puxico
Argyle	Downing	Lilbourn	Qulin
Armstrong	East Prairie	Linn	Richmond
Ash Grove	Edina	Lockwood	Richwoods
Beaufort	Elsberry	Louisiana	Risco
Bell City	Essex	Macks Creek	Rushville
Benton	Farley	Malden	Ste. Genevieve
Billings	Fayette	Marble Hill	St. Marys
Bismarck	Fisk	Marceline	San Antonio
Bloomfield	Frankford	Marionville	Scott City
Bloomsdale	Freeburg	Marston	Senath
Bowling Green	Gideon	Meta	Slater
Brookfield	Glasgow	Montgomery City	Smithville
Campbell	Grain Valley	Morehouse	Stanberry
Cardwell	Greenwood	New Franklin	Trenton
Carl Junction	Hayti	New Madrid	Tuscumbia
Carrollton	Higbee	Oak Ridge	Versailles
Caruthersville	Holcomb	Old Appleton	Vienna
Center	Hornersville	Oran	Walnut Grove
Chaffee	Jasper	Patton	Wardell
Charleston		Paynesville	Wellsville
Clarksville		Pierce City	Westphalia
			Wyatt

3.1.2 Rate Group A- MCA 4

Antonia
Eureka
Herculaneum-Pevely

(M)(N)

3.1.2 Rate Group A- MCA 5

Gray Summit
Hillsboro
Ware

(N)

(M) Rate Group A1 (for resale products only) moved to 2nd Revised Sheet No. 34 and 1st Revised Sheet No. 37

Issued: August 4, 2003

Effective: September 5, 2003

CANCELLED
August 8, 2008
Missouri Public
Service Commission

David E. Scott, President
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3. SERVICE AREAS

3.1 Service Areas by Rate Group

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This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

OCT 05 2000

3.1.1 Rate Group A

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Adrian	Clarksville	Hornersville	Pierce City
Advance	Clever	Jasper	Pocohontas-
Altenburg-	Climax Springs	Knob Noster	New Wells
Frohna	Deering	Lamar	Portageville
Antonia	Delta	LaMonte	Puxico
Archie	Downing	Lancaster	Quilin
Argyle	East Prairie	Leadwood	Richmond
Armstrong	Edina	Lilbourn	Richwoods
Ash Grove	Elsberry	Linn	Risco
Beaufort	Essex	Lockwood	Ste. Genevieve
Bell City		Louisiana	St. Marys
Benton	Farley	Macks Creek	Scott City
Billings	Fayette	Malden	Senath
Bismarck	Fisk	Marble Hill	Slater
Bloomfield	Frankford	Marceline	Smithville
Bloomsdale	Freeburg	Marionville	Stanberry
	Gideon	Marston	Trenton
	Glasgow	Meta	Tuscumbia
Bowling Green	Grain Valley	Montgomery	Versailles
Brookfield	Gray Summit	City	Vienna
Campbell	Greenwood	Morehouse	Walnut Grove
Cardwell	Hayti	New Franklin	Wardell
Carl Junction	Herculaneum-	New Madrid	Ware
Carrollton	Pevely	Oak Ridge	Wellsville
Caruthersville	Higbee	Old Appleton	Westphalia
Center	Hillsboro	Oran	Wyatt
Chaffee	Holcomb	Patton	
Charleston		Paynesville	

3.1.2 Rate Group A1

- Portage Des Sioux(10)
- Agency
- DeKalb
- Rushville
- San Antonio

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3. SERVICE AREAS

SEP 15 1999

3.1 Service Areas by Rate Group

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This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

	Adrian	Clarksville	Hornersville	Pierce City
	Advance	Clever	Jasper	Pocohontas-
	Altenburg-	Climax Springs	Knob Noster	New Wells
	Frohna	Deering	Lamar	Portageville
	Antonia	Delta	LaMonte	Puxico
	Archie	Downing	Lancaster	Quilin
	Argyle	East Prairie	Leadwood	Richmond
	Armstrong	Edina	Lilbourn	Richwoods
	Ash Grove	Elsberry	Linn	Risco
(M)	Beaufort	Essex	Lockwood	Ste. Genevieve
	Bell City		Louisiana	St. Marys
	Benton	Farley	Macks Creek	Scott City
	Billings	Fayette	Malden	Senath
	Bismarck	Fisk	Marble Hill	Slater
	Bloomfield	Frankford	Marceline	Smithville
(M)	Bloomsdale	Freeburg	Marionville	Stanberry
(M)		Gideon	Marston	Trenton
	Bowling Green	Glasgow	Meta	Tuscumbia
	Brookfield	Grain Valley	Montgomery	Versailles
	Campbell	Gray Summit	City	Vienna
	Cardwell	Greenwood	Morehouse	Walnut Grove
	Carl Junction	Hayti	New Franklin	Wardell
	Carrollton	Herculaneum-	New Madrid	Ware
	Caruthersville	Pevely	Oak Ridge	Wellsville
	Center	Higbee	Old Appleton	Westphalia
	Chaffee	Hillsboro	Oran	Wyatt
	Charleston	Holcomb	Patton	
			Paynesville	

3.1.2 Rate Group A1

- Portage Des Sioux
- Agency
- DeKalb
- Rushville
- San Antonio

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 BY 444RS/27
 Public Service Commission
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Missouri Public
 Service Commission

FILED OCT 15 1999

Birch Telecom of Missouri, Inc.

3. SERVICE AREAS

Missouri Public
Service Commission

3.1 Service Areas by Rate Group

REC'D DEC 04 1998

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

Adrian	Clarksville	Homersville	Pierce City
Advance	(M) Clever	Jasper	Pocohontas-
(M) Altenburg-	Climax Springs	Knob Noster	New Wells
Frohna	Deering	Lamar	Portageville
Antonia	(M) Delta	LaMonte	Puxico
Archie	Downing	Lancaster	Qulin
Argyle	East Prairie	Leadwood	Richmond
Armstrong	Edina	Lilbourn	Richwoods
(M) Ash Grove	Elsberry	Linn	Risco
Beaufort	Essex	Lockwood	(M) Ste. Genevieve
Bell City	Eureka	Louisiana	St. Marys
Benton	(M) Farley	Macks Creek	(M)
(M) Billings	Fayette	Malden	Scott City
Bismarck	Fisk	Marble Hill	Senath
Bloomfield	Frankford	Marceline	Slater
Bloomsdale	Freeburg	(M) Marionville	(M) Smithville
Bonne Terre	Gideon	Marston	Stanberry
Boonville	Glasgow	Meta	Trenton
Bowling Green	(M) Grain Valley	Montgomery	Tuscumbia
Brookfield	Gray Summit	City	Versailles
Campbell	(M) Greenwood	Morehouse	Vienna
Cardwell	Hayti	New Franklin	(M) Walnut Grove
Carl Junction	Herculaneum-	New Madrid	Wardell
Carrollton	Pevely	Oak Ridge	Ware
Caruthersville	Higbee	Old Appleton	Wellsville
Center	Hillsboro	Oran	Westphalia
Chaffee	Holcomb	Patton	Wyatt
Charleston		Paynesville	

3.1.2 Rate Group A1

(M)	(M) Agency
	DeKalb
	Rushville
	San Antonio
(M) Portage Des Sioux	
(M)	

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OCT 15 1999
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Missouri Public
Service Commission

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3. SERVICE AREAS

3.1 Service Areas by Rate Group

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

(N)

Adrian	Charleston	Jasper	Pierce City
Advance	Clarksville	Knob Noster	Pocohontas-
Agency	Climax Springs	Lamar	New Wells
Altenburg-	Deering	LaMonte	Portageville
Frohna	DeKalb	Lancaster	Puxico
Antonia	Delta	Leadwood	Qulin
Archie	Downing	Lilbourn	Richmond
Argyle	East Prairie	Linn	Richwoods
Armstrong	Edina	Lockwood	Risco
Beaufort	Elsberry	Louisiana	Rushville
Bell City	Essex	Macks Creek	Ste. Genevieve
Benton	Eureka	Malden	St. Marys
Bismarck	Fayette	Marble Hill	San Antonio
Bloomfield	Fisk	Marceline	Scott City
Bloomsdale	Frankford	Marston	Senath
Bonne Terre	Freeburg	Meta	Slater
Boonville	Gideon	Montgomery	Stanberry
Bowling Green	Glasgow	City	Trenton
Brookfield	Gray Summit	Morehouse	Tuscumbia
Campbell	Hayti	New Franklin	Versailles
Cardwell	Herculaneum-	New Madrid	Vienna
Carl Junction	Pevely	Oak Ridge	Wardell
Carrollton	Higbee	Old Appleton	Ware
Caruthersville	Hillsboro	Oran	Wellsville
Center	Holcomb	Patton	Westphalia
Chaffee	Hornersville	Paynesville	Wyatt

3.1.2 Rate Group A1

- Ash Grove
- Billings
- Clever
- Farley
- Grain Valley
- Greenwood
- Marionville
- Portage Des Sioux
- Smithville
- Walnut Grove

CANCELLED

JAN 11 1999
2nd Revised
Public Service Commission
MISSOURI

FILED

Issued: August 14, 1998

Effective: September 14, 1998

David E. Scott, President
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SEP 14 1998

MISSOURI
Public Service Commission

Birch Telecom of Missouri, Inc.

Original Sheet No. 27

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Tariff Reference

SWBT PSC Mo. No. 24 §13
JAN 21 1998

3. EXCHANGE AREA

3.1 Exchange Areas by Rate Group

MISSOURI
Public Service Commission

This tariff applies to the Company's resale of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group):

3.1.1 Rate Group A

- Agency
- DeKalb
- Rushville
- San Antonio

CANCELLED

SEP 14 1998
By ISFRS #27
Public Service Commission
MISSOURI

FILED

Issued: January 21, 1998

Effective: February 20, 1998

David E. Scott, President
Birch Telecom of Missouri, Inc.
1000 Walnut Street, Suite 1220
Kansas City, MO 64106

FEB 20 1998
97-372
MISSOURI
Public Service Commission

Birch Telecom of Missouri, Inc.

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3. SERVICE AREAS (continued)

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3.1 Service Areas by Rate Group (continued)

**MISSOURI
Public Service Commission**

3.1.3 Rate Group B

Bonne Terre
Boonville
Camdenton
Cape Girardeau
Carthage
Cedar Hill
Chillicothe
DeSoto
Dexter
Eldon
Eureka
Excelsior Springs
Farmington
Festus-Crystal City
Flat River
Fredericktown
Fulton
Gravois Mills
Hannibal
Harvester
High Ridge
Jackson

Joplin
Kennett
Kirksville
Lake Ozark-Osage Beach
Marshall
Mexico
Moberly
Monett
Neosho
Nevada
Pacific
Perryville
Pond
Poplar Bluff
St. Clair
Sedalia
Sikeston
St. Joseph
Union
Washington
Webb City

(M)

3.1.4 Rate Group B1

Chesterfield
Fenton
Imperial
Manchester
Maxville
St. Charles

Valley Park

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Kansas City, MO 64108

Birch Telecom of Missouri, Inc.

3. SERVICE AREAS (continued)

SEP 15 1999

3.1 Service Areas by Rate Group (continued)

SEP 15 1999

3.1.3 Rate Group B

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(M)
(M)

Bonne Terre
Boonville
Camdenton
Cape Girardeau
Carthage
Cedar Hill
Chillicothe
DeSoto
Dexter
Eldon
(M) Eureka
Excelsior Springs
Farmington
Festus-Crystal City
Flat River
Fredericktown
Fulton
Gravois Mills
Hannibal
Harvester
High Ridge

Jackson
Joplin
Kennett
Kirksville
Lake Ozark-Osage Beach
Marshall
Mexico
Moberly
Monett
Neosho
Nevada
Pacific
Perryville
Pond
Poplar Bluff
St. Clair
Sedalia
Sikeston
Union
Washington
Webb City

3.1.4 Rate Group B1

Chesterfield
Fenton
Imperial
Manchester
Maxville
St. Charles
St. Joseph
Valley Park

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3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)

3.1.3 Rate Group B

- | | |
|---------------------|------------------------|
| Camdenton | Kennett |
| Cape Girardeau | Kirksville |
| Carthage | Lake Ozark-Osage Beach |
| Cedar Hill | Marshall |
| Chillicothe | Mexico |
| DeSoto | Monett |
| Dexter | Moberly |
| Eldon | Neosho |
| Excelsior Springs | Nevada |
| Farmington | Pacific |
| Festus-Crystal City | Perryville |
| Flat River | Pond |
| Fredericktown | Poplar Bluff |
| Fulton | St. Clair |
| Gravois Mills | Sedalia |
| Hannibal | Sikeston |
| Harvester | Union |
| High Ridge | Washington |
| Jackson | Webb City |
| Joplin | |

3.1.4 Rate Group B1

- Chesterfield
- Fenton
- Imperial
- Manchester
- Maxville
- St. Charles
- St. Joseph
- Valley Park

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3. EXCHANGE AREA (continued)

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3.1 Exchange Areas by Rate Group (continued)

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3.1.2 Rate Group B

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St. Joseph

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3. EXCHANGE AREA (continued)

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3.1 Exchange Areas by Rate Group (continued)

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3.1.3 Rate Group C

The Company does not currently offer products or services in any Rate Group C exchange area at this time.

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3. SERVICE AREAS (continued)

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3.1 Service Areas by Rate Group (continued)

3.1.6 Rate Group D

Kansas City Metropolitan Exchange

St. Louis Metropolitan Exchange

Principal Zone

Principal Zone

Metropolitan Calling Area-1 Zones

- Ferguson
- Ladue
- Mehlville
- Overland
- Riverview
- Sappington
- Webster Groves

(D)
-
(D)

Metropolitan Calling Area-2 Zones

- Belton
- Blue Springs

- Lee's Summit
- Liberty
- Nashua

Metropolitan Calling Area-2 Zones

- Bridgeton
- Creve Coeur
- Florissant
- Kirkwood
- Oakville
- Spanish Lake

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3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)

3.1.6 Rate Group D

Kansas City Metropolitan Exchange

St. Louis Metropolitan Exchange

Principal Zone

Principal Zone

Metropolitan Calling Area-1 Zones

Metropolitan Calling Area-1 Zones

Gladstone
Independence
Parkville
Raytown
South Kansas City

Ferguson
Ladue
Mehlville
Overland
Riverview Sappington
Webster Grove

Metropolitan Calling Area-2 Zones

Metropolitan Calling Area-2 Zones

Belton
Blue Springs
East Independence
Lee's Summit
Liberty
Nashua
Tiffany Springs

Bridgeton
Creve Coeur
Florissant
Kirkwood
Oakville
Spanish Lake

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3. EXCHANGE AREA (continued)

3.1 Exchange Areas by Rate Group (continued)

3.1.4 Rate Group D

Kansas City Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 Zones

Gladstone
Independence
Parkville
Raytown
South Kansas City

Metropolitan Calling Area-2 Zones

Belton
Blue Springs
East Independence
Lee's Summit
Liberty
Nashua
Tiffany Springs

JAN 21 1998

MISSOURI
Public Service Commission
St. Louis Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 Zones

Ferguson
Ladue
Mehlville
Overland
Riverview
Sappington
Webster Groves

Metropolitan Calling Area-2 Zones

Bridgeton
Creve Coeur
Florissant
Kirkwood
Oakville
Spanish Lake

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