

Missouri Public  
Service Commission

REC'D APR 16 1999

**TITLE PAGE**

**MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF  
OF  
FIDELITY LONG DISTANCE, INC.**

This tariff contains the regulations, rates and charges applicable to the provision of interexchange telecommunications services by Fidelity Long Distance, Inc., within the State of Missouri, subject to the jurisdiction of the Missouri Public Service Commission ("Commission"). This tariff is on file with the Commission, and copies may be inspected, during normal business hours, at the main office of Fidelity Long Distance, Inc., located at 64 North Clark Street, Sullivan, Missouri 63080.

Fidelity Long Distance, Inc. is a competitive telecommunications company providing competitive telecommunications services within the State of Missouri.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**WAIVER OF RULES AND REGULATIONS**

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The following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

**STATUTES**

- |                    |  |
|--------------------|--|
| Section 392.240(1) | Ratemaking                             |
| Section 392-270    | Valuation of property (ratemaking)     |
| Section 392-280    | Depreciation accounts                  |
| Section 392-290    | Issuance of securities                 |
| Section 392-310    | Stock and debt issuance                |
| Section 392-320    | Stock dividend payment                 |
| Section 392-330    | Issuance of securities, debt and notes |
| Section 392-340    | Reorganization(s)                      |

**COMMISSION RULES**

- |                        |                             |
|------------------------|-----------------------------|
| 4 CSR 240-10.020       | Depreciation fund income    |
| 4 CSR 240-30.010(2)(C) | Rate schedules              |
| 4 CSR 240-30.010(2)(C) | Rate schedules              |
| 4 CSR 242-32-040       | Uniform System of Accounts  |
| 4 CSR 240-32.030(1)(B) | Exchange Boundary Maps      |
| 4 CSR 240-32.030(1)(C) | Record keeping              |
| 4 CSR 240-32.030(2)    | In-state record keeping     |
| 4 CSR 240-32.050(3)    | Local office record keeping |
| 4 CSR 240-32.050(4)    | Telephone directories       |
| 4 CSR 240-32.050(5)    | Call intercept              |
| 4 CSR 240-32.050(6)    | Telephone number changes    |
| 4 CSR 240-32.070(4)    | Public coin telephones      |
| 4 CSR 240-33.030       | Minimum charges rule        |
| 4 CSR 240-33-040(5)    | Finance Fee                 |

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SYMBOLS**

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

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- C - Change in regulation or rate structure.
- D - Delete or discontinue
- I - Increase in rate.
- M - Moved from another tariff location.
- N - New rate or regulation.
- R - Reduction in rate.
- T - Change in text or regulation but no change in rate or charge.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**TARIFF FORMAT**

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- A. **Page Numbering** - Page numbers appear in the upper right corner of the sheet. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 34 and 35 would be page 34.1.
- B. **Page Revisions** - Revision numbers also appear in the upper right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, 4th Revised Page 34 cancels the 3rd Revised Page 34. Consult the check sheet for the page currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine 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)

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

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**1.1 Definitions**

**Application for Service** - a standard order form which includes all pertinent billing, technical and other descriptive information which will enable the carrier to provide the communication service.

**Authorization Code** - a numerical code, one or more of which are assigned to a customer to enable a reseller to identify use of service on its account and to bill the customer accordingly for such service. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on its account.

**Authorized User** - a person, firm, corporation or other entity authorized by the customer to receive or send communications.

**Automatic Dialing Device** - an apparatus provided by the carrier which, when attached to customer's telephone equipment, dials the carrier's facilities, emits an authorization code, and forwards the called number to the carrier's facilities.

**Available Usage Balance** - The amount of usage remaining on a Customer Account at any particular point in time. Each Customer Account has an Initial Account Balance which is stated in either U.S. dollars or Call Units, depending on the type of service. The Available Balance is Depleted by the appropriate dollar amount or number of Call Units, respectively, based on the actual usage of the Company's service.

**Bandwidth** - the total frequency band allocated for a channel.

**Busy Hour** - the two consecutive half hours during which the greatest volume of traffic is handled.

**Call Unit** - A Call Unit is a measurement of usage, such that a specified quantity of Call Units equate to one minute of usage. For example, one Call Unit may equate to one minute of interstate usage, while several Call Units may equate to one minute of international usage. Call Units are depleted on a per-call, real time basis.

**Cancellation of Order** - a customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

**Carrier** - Fidelity Long Distance, Inc., unless specifically stated otherwise.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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Missouri Public  
Service Commission

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)**

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**1.1 Definitions, (Cont'd.)**

**Company** - Fidelity Long Distance, Inc., sometimes referred to as "carrier."

**Completed Calls** - calls answered at the distant end. If a customer is charged for an incomplete call, the Company will issue a one minute credit upon the customer's request.

**Custom Account Coding** - key, legend or table created by the customer for a unique project or account numbers for its private use.

**Customer** - the person, firm, corporation or other entity that orders or uses service and is responsible for payment of the rates and charges under a contract or this tariff.

**Customer Premises Equipment** - communications equipment located at the customer's premises. Such equipment may be provided by the customer or by The Company.

**Day Rate Period** - unless otherwise specified in this tariff, the Day Rate Period applies during the hours of 8:00 a.m. to, but not including 5:00 p.m., Monday through Friday.

**Debit Account** - An account which consist of a prepaid usage balance depleted on a real time basis during each debit service call.

**Debit Card** - A card issued by the Company which provides the Customer with a Personal Account code and instructions for accessing the Carrier's network.

**Debit Service Call** - A service accessed via a "1-800" or other access code dialing sequence whereby the Customer or Authorized User dials all of the digits necessary to route a call. Network usage for each call is deducted from the available balance on a Company-issued Debit Account.

**Dedicated Port** - a port on reseller's switch which is dedicated, at extra charge, to customer's exclusive use, and which is connected to the customer's premises by a private line furnished by the customer or the customer's serving local exchange company.

**Delinquent or Delinquency** - an account for which a bill or payment agreement for services or equipment has not been paid in full on or before the due date. Amounts due and unpaid after the due date may be subject to a late payment charge.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)

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1.1 Definitions, (Cont'd.)

**Depletion** - Reductions in the Available Balance based on usage of the Customer Account. Depletion of Dollar-Based service occurs on a real time basis at the tariffed per minute rates contained herein. Depletion of Unit-Based service occurs on a real time basis at the tariffed number of Call Units per minute contained herein.

**Disconnect** - to render inoperable or to disable circuitry thus preventing outgoing and incoming toll communications service.

**Dollar-Based Accounts** - Service where the Initial Balance and Available Balance is expressed in U.S. dollars. The rates per minute contained in this tariff are expressed in U.S. dollars.

**Evening Rate Period** - unless otherwise specified in this tariff, the Evening Rate Period applies during the hours of 5:00 p.m. to, but not including 11:00 p.m., Sunday through Friday.

**Excessive Call Attempt** - a customer attempt to call over the carrier's network using an invalid authorization code during a measured 15 minute period, within which 10 or more incomplete call attempts are made by the customer from the same customer line, and where those attempts do not complete because the customer has not used a valid authorization code.

**Holidays** - for the purposes of this tariff recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas day.

**Holiday Rate Period** - the evening rate will apply to calls made on the Company recognized holidays, provided, however, that calls made on holidays during the Night/Weekend Rate Period shall be billed at the lower of the Evening Rate and the Night/Weekend Rate.

**Initial Account Balance** - The Available Balance of a Customer Account upon issuance of an Account Code and before any Depletion for call activity. The Initial Account Balance is expressed in either U.S. Dollars or in Call Units.

**Interexchange Utility** - a utility, resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within the state, without regard to how such traffic is carried. A local exchange utility that provides exchange service may also be considered an interexchange utility.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)**

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**1.1 Definitions, (Cont'd.)**

**Local Distribution Area** - metropolitan locations served by the Company which have been defined by the local exchange telephone company as a local calling area under its local exchange tariff.

**Measured Use Service** - the provision of long distance measured time communications telephone service to customers who access the carrier's services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

**Message** - a completed telephone call by a customer or end user.

**Network Terminal** - any location where the Company provides services described herein.

**Night/Weekend Rate Period** - unless otherwise specified in this tariff, the Night/Weekend Rate Period applies during the hours of 11:00 p.m. to, but not including 8:00 a.m., Monday through Friday; all day Saturday; and from 8:00 a.m. to, but not including 5:00 p.m. Sunday.

**Normal Business Hours** - the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

**Personal Account Code** - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's network which identifies the Debit Account from which charges for service shall be debited and which validates the caller's authorization to use the services provided.

**Personal Identification Number (PIN)** - See Authorization Code.

**Physical Change** - the modification of a circuit, dedicated access line, or port at the request of the customer requiring an actual material change.

**Premises** - the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

**Rate** - money, charge, fee or other recurring assessment billed to customers for service for public equipment.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)**

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**1.1 Definitions, (Cont'd.)**

**Renewal** - A method of replenishing the Available Balance with additional quantities as authorized and paid for by the Customer. Renewal of Available Balances may be limited by the amount or the class of service.

**Routing Function** - terminating number for toll free service may be designated by time of day, day of the week, region of originating ANI or percentage of calls.

**Suspension** - temporary disconnection or impairment of service which disables either outgoing or incoming toll communications services provided by the Company.

**Speed Number** - a signaling arrangement by which a customer may elect to dial a pre-programmed four-digit number in place of a designated ten-digit number.

**Terminal Equipment** - telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system.

**Toll Free Service** - a service that provides long distance calling to a predesignated destination where charges are the responsibility of the call terminated party.

**United States** - the forty-eight contiguous United States and the District of Columbia.

**Validated Account Codes** - account codes that have restricted access.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)**

**1.2 Abbreviations**

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**CPE** - Customer Premises Equipment

**LATA** - Local Access and Transport Area

**LDA** - Local Distribution Area

**LEC** - Local Exchange Carrier

**MTS** - Message Telecommunications Service

**NSF** - Non-sufficient funds

**PBX** - Private Branch Exchange

**SAL** - Special Access Line

**V&H** - Vertical and Horizontal Coordinates

**WATS**- Wide Area Telephone Service

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS**

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**2.1 Undertaking of the Company**

The Company provides long distance message telecommunications service to customers for their direct transmission of voice, data and other types of telecommunications.

Communications originate when the customer accesses the Company directly or through the facilities of another carrier via one or more access lines, equal access or on a dial-up basis. The Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis, unless otherwise stated in this tariff. Services are available twenty-four (24) hours per day, seven (7) days per week.

**2.2 Limitations on Service**

**2.2.1** Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

**2.2.2** The Company reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

**2.2.3** To the extent that any conflict arises between the terms and conditions of a service agreement or other contract and the terms and conditions of this tariff, the tariff shall prevail.

**2.2.4** Title to all equipment provided by the Company under this tariff remains with the Company.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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**2.2 Limitations on Service, (Cont'd.)**

**2.2.5** The customer may not transfer or assign the use of service provided under this tariff except with the prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption in the use or location of the service, and all regulations and conditions contained in this tariff, as well as all conditions for service, shall apply to all such permitted assignees or transferees.

**2.2.6** Customer may request Carrier to assign one or more sub-accounts for billing purposes, and to direct sub-account invoices to customer's affiliates or other designated entities for payment. Such requests shall not affect the liability of the customer, who shall remain solely liable to the Company for payment of all invoices for service requested and obtained by customer, whether invoiced by the Company to the customer, the customer's affiliates, or other designated entities.

**2.3 Use of Service**

Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by the customer, except where the customer is a duly authorized and regulated common carrier.

**2.4 Limitation of Liability**

**2.4.1** In view of the fact that the customer has exclusive control of its communications over the facilities furnished by the Company, and other uses for which facilities may be furnished by the Company, and because of the unavoidable nature of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the regulations and limitations specified herein.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Cont'd.)

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2.4 Limitation of Liability, (Cont'd.)

2.4.2 The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control, subject to the interruption allowance provisions under this tariff.

2.4.3 Defacement of premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's equipment or facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.

2.4.4 Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit by a customer or by any others, the customer indemnifies and saves harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence of the Company's equipment, facilities and associated wiring of the customer's premises and further the customer indemnifies and saves harmless the Company against claims for libel, slander, invasion of privacy or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Company or the use thereof by the customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company and apparatus, equipment and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Company. No agents or employees of other carriers shall be deemed to be agents or employees of the Company.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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**2.4 Limitation of Liability, (Cont'd.)**

**2.4.5** The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omission, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, or authorized user, or joint user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

**2.4.6** The Company shall not be liable for any damages, including usage charges, that the customer may incur as a result of the unauthorized use of authorization codes or communications equipment. The unauthorized use of communications equipment includes, but is not limited to, the placement of calls from the customer's premises, and the placement of calls through equipment controlled and/or provided by the customer, that are transmitted over the Company's network without the authorization of the customer. The customer shall be fully liable for all such usage charges.

**2.4.7** The Company shall not be liable for any claim, loss, or refund as a result of loss or theft of Debit Cards or Account Codes issued for use with the Company's services. Nor will the Company be liable for any claim, loss or refund on any unused balance remaining on a Debit Card provided to a Customer.

**2.4.8** The Company shall not be liable for any claim, loss or refund on any unused portion of the usage balance remaining in a Debit Account provided to a Customer before or after the expiration date assigned to each Debit Account.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Cont'd)

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2.4 Limitation of Liability (Cont'd)

2.4.9 The Telephone Company will make reasonable efforts to cure any material failure to provide service caused solely by year 2000 defects in Telephone Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Telephone Company processes, equipment and systems, the Telephone Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by: (1) the Customer; (2) other telecommunications providers; (3) customer premises equipment; In addition, the Telephone Company does not ensure compatibility between Telephone Company and non-Telephone Company services used by the customer.

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64 N. Clark St.  
Sullivan, MO 63080

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2.5 Interruption of Service

2.5.1 If a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for two normal working hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be a pro rata part of the monthly recurring charges (but not for per minute or per call charges) for the period of hours and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for the service.

2.5.2 A credit allowance for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the customer, or to the failure of the channels, equipment, and/or communications systems provided by the customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the customer to notify the carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by or within the customer's control and is not in wiring or equipment connected to the carrier terminal.

2.6 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with the Part 64, Sub-part D of the Federal Communications Commission's rules and Regulations which specifies the priority system for such activities.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)** Missouri Public Service Commission

**2.7 Customer Responsibility**

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**2.7.1** All customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

- A.** The customer is responsible for placing orders for service, paying all charges for service rendered by the Company and complying with all of the Company's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B.** When placing an order for service, the customer must provide:
  - 1. The names and addresses of the persons responsible for the payment of service charges, and
  - 2. The names, telephone numbers, and addresses of the customer contact persons.
- C.** The customer must pay the Company for the replacement or repair of the Company's equipment when the damage results from:
  - 1. The negligence or willful act of the customer or user;
  - 2. Improper use of service; and
  - 3. Any use of equipment or service provided by others.
- D.** After receipt of payment for the damages, the Company will cooperate with the customer in prosecuting a claim against any third party causing damage.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.7 Customer Responsibility, (Cont'd.)**

**2.7.2** Upon reasonable notice, the equipment provided by the Company shall be made available 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.

**2.7.3 Deposits**

A. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if: (C)

- (1) The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
- (2) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.

The Company may require a deposit or guarantee as a condition of new service based upon credit history and worthiness as determined by the Company.

B. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.

C. No deposit, guarantee, additional deposit or additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability, or geographical area of residence. (C)

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Service Commission

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By:

Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Cont'd.)

REC'D APR 15 1999

2.7 Customer Responsibility, (Cont'd.)

2.7.2 Upon reasonable notice, the equipment provided by the Company shall be made available 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.

2.7.3 Deposits

Applicants or customers whose financial condition is not acceptable to the Company or is not a matter of general knowledge, may be required to make, at any time, a cash deposit up to an amount equaling two months actual or estimated charges for the purpose of guaranteeing final payment for service, in accordance with the rules of the Commission. Unlike a deposit or advance payment, a Debit Account balance is not held against future payment as all service is available for immediate consumption.

An interest of nine percent (9%) shall be credited annually upon the account of Customers with deposits. Upon satisfactory payment of all undisputed charges for a twelve month period, the customer's deposit with accrued interest will be refunded or credited against charges stated on subsequent bills.

2.7.4 Credit Allowance

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided and billed for, by the Company.

A. Credit allowances for failure of service or equipment starts when the customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.

B. The customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by the customer or in wiring or equipment connected to the terminal.

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MISSOURI

Missouri Public  
Service Commission

99-468

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EFFECTIVE: ~~April 19, 1999~~

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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Fidelity Long Distance, Inc.

P.S.C. Missouri No. 1  
Original Page 18.1

SECTION 2 - REGULATIONS, (Cont'd.)

2.7 Customer Responsibility, (Cont'd.)

2.7.3 Deposits, (Cont'd.)

D. Terms of Deposits:

- (1) Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
- (2) The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal*. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the *Wall Street Journal* on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.
- (3) Upon discontinuance or termination of service, the deposit will be credited, with accrued interest, to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- (4) Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits with accrued interest will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.7 Customer Responsibility, (Cont'd.)**

**2.7.3 Deposits, (Cont'd.)**

(C)

D. Terms of Deposits: (Cont'd.)

(5) The Company will maintain records of all pertinent information with regard to each deposit held.

(6) The Company will provide within ten (10) days of a customer request, a receipt that contains information pertinent to that deposit. (C)

**2.7.4 Credit Allowance**

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided and billed for, by the Company.

A. Credit allowances for failure of service or equipment starts when the customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.

B. The customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by the customer or in wiring or equipment connected to the terminal.

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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**2.7 Customer Responsibility, (Cont'd.)**

**2.7.4 Credit Allowance, (Cont'd.)**

- C. Only those portions of the service or equipment operation disabled will be credited. No credit allowances will be made for:
  1. Interruptions of service resulting from the Company performing routine maintenance;
  2. Interruptions of service for implementation of a customer order for a change in the service;
  3. Interruption caused by the negligence of the customer or an authorized user;
  4. Interruptions of service because of the failure of service or equipment due to the customer or authorized user provided facilities.

**2.7.5 Cancellation by Customer**

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels its order before the service begins, before a completion of the minimum period mutually agreed upon by the customer and the Company, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by the Company and not fully reimbursed by installation and monthly charges. If, based on such an order, any construction has either begun or been completed, but no such services provided, the non-recoverable cost of such construction shall be borne by the customer.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Cont'd.) **Missouri Public Service Commission**

2.7 Customer Responsibility, (Cont'd.)

REC'D APR 16 1999

2.7.6 Payment and Charges for Services

Charges for service are applied on a recurring and nonrecurring basis. Service is provided and billed on a monthly basis. Service continues to be provided until disconnection is requested by the customer in writing or verbally, or until canceled by the Company pursuant to this tariff.

A. Payment of Charges

Payment will be due upon receipt of the statement. Residential Customers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. A late payment charge of 1.5% applies to all non-residential overdue balances.

1. The customer is responsible for payment of all charges for service furnished 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.
2. Demand for payment of toll charges may be made on less than twenty-one (21) days notice in the event a Customer's service has been discontinued in accordance with this tariff within the last twelve (12) months or where the Customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required. Such demand may be made by a telephone call to the Customer followed by written notification by first class mail.
3. Toll bills remaining unpaid ten (10) days after demand, shall be considered delinquent.
4. Toll charges are due monthly and payable any time during the twenty-one days following the presentation of the bill.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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Missouri Public  
Service Commission

Fidelity Long Distance, Inc.

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SECTION 2 - REGULATIONS, (Cont'd.)

2.7 Customer Responsibility, (Cont'd.)

2.7.6 Payment and Charges for Services, (cont'd.)

A. Payment of Charges, (cont'd.)

5. Service may be denied or discontinued by the Company for non-payment of past due or delinquent amounts due the Company, subject to the notification requirements as shown in Section 2.8.3. Restoration of service will be subject to all applicable installation charges.

2.7.7 Application of Rates

The rates for service are those in effect for the period that service is furnished.

2.7.8 Customer Disputes

- A. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff. (N)
- B. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time, and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- C. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
- D. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending. (N)

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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Service Commission

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**2.7 Customer Responsibility, (Cont'd.)**

**2.7.6 Payment and Charges for Services, (cont'd.)**

**A. Payment of Charges, (cont'd.)**

- 5. Service may be denied or discontinued by the Company for non-payment of past due or delinquent amounts due the Company, subject to the notification requirements as shown in Section 2.8.3. Restoration of service will be subject to all applicable installation charges.

**2.7.7 Application of Rates**

The rates for service are those in effect for the period that service is furnished.

**2.8 Responsibility of the Company**

**2.8.1 Calculation of Credit Allowance**

Under the limitations of section 2.7.4, 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 two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues.
- C. Where there has been an outage, and a minimum usage charge applies, and the customer fails to meet the minimum usage, a credit shall be applied against that minimum. The credit shall equal 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.7 Customer Responsibility, (Cont'd.)**

**2.7.8 Customer Disputes, (Cont'd.)**

(N)

- E. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
- F. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service, and the Company may then proceed to discontinue service as provided in this tariff.
- G. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
- H. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
- I. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determine.

(N)

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.8 Responsibility of the Company**

**2.8.1 Calculation of Credit Allowance**

Under the limitations of section 2.7.4, 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 two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues.
- C. Where there has been an outage, and a minimum usage charge applies, and the customer fails to meet the minimum usage, a credit shall be applied against that minimum. The credit shall equal 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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Service Commission

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**2.8 Responsibility of the Company, (Cont'd.)**

**2.8.2 Issuance of Credit after Cancellation of Service**

Where the Company cancels a service or the provision of equipment 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 the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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Missouri Public  
Service Commission

Fidelity Long Distance, Inc.

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SECTION 2 - REGULATIONS, (Cont'd.)

2.8 Responsibility of the Company, (Cont'd.)

2.8.3 Disconnection of Service by the Company

Upon ten (10) days written notice, the Company may discontinue service or cancel an application for service without incurring any liability for any of the following reasons: (T)

1. Non-payment of any sum due to the Company for service for more than thirty days beyond the date of rendition of the bill for such service;
2. Violation of any regulation governing the service under this tariff;
3. Violation of any law, rule, or regulation of a government authority having jurisdiction over the service; or
4. The Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction.
5. Customer uses equipment in such a manner as to adversely affect the Company's equipment or service to others.

Twenty-four hours prior to discontinuing service, the Company shall make reasonable efforts to contact the Customer concerning the proposed discontinuance of service, and to advise of the required steps to avoid such discontinuance. (T)

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Dave Beier  
Director - Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

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**2.8 Responsibility of the Company, (Cont'd.)**

**2.8.3 Disconnection of Service by the Company**

Upon five (5) days written notice, the Company may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

1. Non-payment of any sum due to the Company for service for more than thirty days beyond the date of rendition of the bill for such service;
2. Violation of any regulation governing the service under this tariff;
3. Violation of any law, rule, or regulation of a government authority having jurisdiction over the service; or
4. The Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction.
5. Customer uses equipment in such a manner as to adversely affect the Company's equipment or service to others.
6. When the Available Balance for Debit Account is depleted to a level insufficient to place a one-minute call to the location of least cost.
7. When the established expiration date of the Debit Account is reached.

Twenty-four hours prior to discontinuing service, the Company shall make reasonable efforts to contact the Customer concerning the proposed discontinuance of service, and to advise of the required steps to avoid such discontinuance. No effort will be made to reach subscribers to Fidelity's Debit Card Service in the event of depletion or expiration of their Debit Cards.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

Missouri Public  
Service Commission

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**2.8 Responsibility of the Company, (Cont'd.)**

**2.8.4 Fractional Charges**

Charges for a fractional part of a month (which follows a full month) are calculated by counting the number of days remaining in the billing period after service is furnished or has been discontinued. The number of days remaining in the billing period are counted starting with the day after the service was furnished or discontinued. Divide that figure by thirty days. The resultant fraction is then multiplied by the monthly charge to arrive at the fractional monthly charge.

**2.8.5 Insufficient Fund Checks**

Customers will be charged \$15.00 on all checks issued to the Company which are returned due to insufficient funds. At the discretion of the Company, the insufficient funds check charge may be waived under appropriate circumstances (e.g. a bank error).

**2.9 Taxes and Fees**

**2.9.1** For Debit Card calls, state and local taxes are included in the stated rates in this tariff. The prepaid calling card service rate does not include state and local taxes which are required to be paid at the point of sale. The tariffed rate does include federal, state and local taxes, which are required to be paid on usage of the underlying telecommunications service when that service originates and terminates within a particular jurisdiction. The total consumed cost for each call, which includes the applicable non-point of sale taxes, is deducted from the remaining balance on the Customer's debit card account. For all other calls, state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff.

**2.9.2** To the extent that a municipality, other political subdivision or local agency of government, or commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.9 Taxes and Fees, (Cont'd)**

**2.9.3** Service shall not be subject to taxes for a given taxing jurisdiction if the Customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

**2.9.4** The Company may adjust its rates or impose additional rates on its Customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

**2.9.5** Missouri Universal Service Fund surcharge

- A. 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 regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

**2.9.6** Carrier Cost Recovery Charge

A monthly service charge of \$1.50, referred to as a Carrier Cost Recovery Charge, will be applied to each residential or business line presubscribed to the company's long distance service. The charge applies to all plans regardless of other billable charges, and it does not contribute towards any applicable minimum monthly charge.

(N)  
|  
(N)

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Dave Beier  
Vice President-Regulatory  
64 North Clark Street  
Sullivan, MO 63080

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**SECTION 2 - REGULATIONS, (Cont'd.)**

**2.9 Taxes and Fees, (Cont'd)**

**2.9.3** Service shall not be subject to taxes for a given taxing jurisdiction if the Customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

**2.9.4** The Company may adjust its rates or impose additional rates on its Customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

**2.9.5** Missouri Universal Service Fund surcharge

- A. 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 regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

(N)

(N)

Missouri Public  
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**SECTION 2 - REGULATIONS, (Cont'd.)**

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**2.9 Taxes and Fees, (Cont'd.)**

- 2.9.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.
- 2.9.4 The Company may adjust its rates or impose additional rates on its customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 3 - DESCRIPTION OF SERVICES**

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**3.1 Timing of Calls**

**3.1.1** The customer's monthly usage charges for the Company service are based upon the total number of minutes the customer uses and the service options to which the customer subscribes. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when the either party hangs up. If the called station hangs up but the calling station does not, chargeable time ends when the connection is released by automatic timing equipment within the telecommunications network.

**3.1.2** No charges apply if a call is not completed.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 3 - DESCRIPTION OF SERVICES, (Cont'd.)** Missouri Public Service Commission

REC'D APR 16 1999

**3.2 Start of Billing**

For billing purposes, the start of service is the day following acceptance by the customer of the Company's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 2 of this tariff.

**3.3 Interconnection**

Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the Company. Service technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other carriers. Any special interface equipment of the Company and other participating carriers shall be provided at the customer's expense.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of other carriers' tariffs. The customer is responsible for taking all necessary legal steps for inter connecting its customer-provided terminal equipment or communications systems with the Company's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

**3.4 Terminal Equipment**

The Company's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinter, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer, except as otherwise provided. The customer is responsible for all costs at its premises, including customer personnel, wiring, electrical power, and the like incurred in its use of the Company's service.

The customer shall ensure that its terminal facilities are of the proper mode, band-width, power, data, speed, and signal level for the intended use of the customer, and that the signals do not damage the Company's equipment, injure personnel or degrade service to other customers.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 3 - DESCRIPTION OF SERVICES, (Cont'd.)**

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**3.4 Terminal Equipment, (Cont'd.)**

If the customer fails to maintain and operate its terminal equipment properly, resulting in the occurrence or possibility of harm to the Company's equipment or personnel, or impairment to the quality of service to other customers, the Company may, upon written notice, require the use of protective equipment at the customer's expense. If this fails to produce satisfactory quality and safety of service, the Company may, upon written notice, terminate the customer's service.

**3.5 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are currently being used within the industry.

Formula: 
$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

**3.6 Minimum Call Completion Rate**

The customer can expect a call completion rate of 99% per 100 calls attempted during peak use periods for all Feature Group D (1+) services. The Company will engineer its switching systems on the basis that ninety-nine percent (99%) of the customers accessing their system will be served during the busy hour.

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John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

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**SECTION 4 - RATES AND CHARGES**

Missouri Public  
Service Commission

REC'D APR 16 1999

**4.1 Pay Telephone (Payphone) Surcharge**

A surcharge shall be assessed for each call made from a pay telephone using the Company's long distance service, when the pay telephone provider is not otherwise compensated for the use of the instrument. This charge is to compensate the Company for the Federal Communications Commission assessment which is paid by the Company to pay telephone service providers for the use of their pay telephone instruments.

Per Call Charge: \$0.25

Missouri Public  
Service Commission  
99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999

EFFECTIVE: June 4, 1999

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

**SECTION 4 – RATES AND CHARGES, (Cont’d)**

**4.2 Residential and Small Business Direct Dial Service**

Residential and Small Business Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Minimum Monthly Charge applies for both interstate and intrastate usage using the Company’s service.

**4.2.1 Residential and Small Business Direct Dial Service – Flat Rate Option**

**A. Flat Rate Option – Base Rate**

	<u>All Hours/Times-of-Day</u>	
Per Minute Rate	\$0.18	(I)

**B. Flat Rate Option – Term Discount**

For Customers who select this option, a term discount is applied based on the length of time for which the Customer purchases the term plan agreement.

In the event that the service term commitment is no longer desired by the Customer prior to the expiration of the term, the Customer will be required to apply a termination charge that is the amount equal to the rate for the Flat Rate Option – Base Rate shown in A above, times the accumulated usage from the effective date of the term.

<u>Monthly Usage</u>	<u>1-Year Term</u>	
All usage	\$0.18	(I)

ISSUED: September 1, 2011

EFFECTIVE: October 1, 2011

By:

Dave Beier  
 64 North Clark Street  
 Sullivan, MO 63080

FILED  
 Missouri Public  
 Service Commission  
 JX-2012-0105



Missouri Public  
Service Commission

**SECTION 4 - RATES AND CHARGES, (Cont'd.)**

REC'D APR 16 1999

**4.2 Residential and Small Business Direct Dial Service**

Residential and Small Business Direct Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Minimum Monthly Charge applies for both interstate and intrastate usage using the Company's service.

**4.2.1 Residential and Small Business Direct Dial Service - Flat Rate Option**

**A. Flat Rate Option - Base Rate**

All Hours/Times-of-Day

Per Minute Rate \$0.15

**B. Flat Rate Option - Term Discount**

For Customers who select this option, a term discount is applied based on the length of time for which the Customer purchases the term plan agreement.

In the event that the service term commitment is no longer desired by the Customer prior to the expiration of the term, the Customer will be required to pay a termination charge that is the amount equal to the rate for the Flat Rate Option - Base Rate shown in A above, times the accumulated usage from the effective date of the term.

Monthly Usage 1-Year Term

All usage \$ .14/minute

Missouri Public  
Service Commission

99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999

EFFECTIVE: ~~June 1, 1999~~

By: CANCELED  
October 1, 2011  
Missouri Public  
Service Commission  
JX-2012-0105

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

**SECTION 4-RATES AND CHANGES, (Cont'd.)**

**4.2.1 Residential and Small Business Direct Dial Service, (Cont'd.)**

**4.2.1 Residential and Small Business Direct Dial Service-Flat Rate Option,  
(Cont'd.)**

A. Reserved for future use.

(N)

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ISSUED: April 11, 2003  
By:

Dave Beier  
Vice President – Regulatory  
64 North Clark  
Sullivan, Missouri 63080

EFFECTIVE: May 11, 2003

SECTION 4 - RATES AND CHARGES, (Cont'd.)

REC'D APR 16 1999

4.2 Residential and Small Business Direct Dial Service, (Cont'd.)

4.2.2 Residential and Small Business Direct Dial Service - Distance and Time-of-Day Sensitive Option.

This rate plan is the default plan for Residential and Business Customers who do not choose a calling plan option.

A. Time of Day Rate Periods

	MON	TUES	WED	THU R	FRI	SAT	SUN
8:00 AM TO 5:00 PM *	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM *	EVENING RATE PERIOD					EVE	
11:00 PM TO 8:00 AM *	NIGHT/WEEKEND RATE PERIOD						

\* Up to and not including

Missouri Public  
 Service Commission  
 99-468  
 FILED JUL 02 1999

ISSUED: April 19, 1999  
 By:

EFFECTIVE: ~~July 1, 1999~~

John Colbert  
 Vice President, Finance  
 64 North Clark Street  
 Sullivan, Missouri 63080

JUL 02 1999

SECTION 4 - RATES AND CHARGES, (Cont'd.)

REC'D APR 16 1999

4.2 Residential and Small Business Direct Dial Service, (Cont'd.)

4.2.2 Residential and Small Business Direct Dial Service - Distance and Time-of-Day Sensitive Option, (Cont'd.)

B. InterLATA

Mileage	Day - First Min.	Day-Addl Min.	Evening-First Min.	Evening-Addl Min.	N/W - First Min.	N/W -Addl Min.
1-10	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
11-14	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
15-18	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
19-23	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
24-28	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
29-33	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
34-40	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
41-50	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
51-60	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
61-80	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
81-100	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
101-125	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
126-150	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
151-190	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
191-300	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
301-430	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000
431 +	\$.2900	\$.2900	\$.2400	\$.2400	\$.2000	\$.2000

Missouri Public  
Service Commission

99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE:

JUL 02 1999

SECTION 4 - RATES AND CHARGES, (Cont'd.)

REC'D APR 16 1999

4.2 Residential and Small Business Direct Dial Service, (Cont'd.)

4.2.2 Residential and Small Business Direct Dial Service - Distance and Time-of-Day Sensitive Option, (Cont'd.)

C. IntraLATA

Mileage	Day - First Min.	Day-Addl Min.	Evening-First Min.	Evening-Addl Min.	N/W - First Min.	N/W -Addl Min.
1-10	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
11-14	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
15-18	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
19-23	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
24-28	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
29-33	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
34-40	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
41-50	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
51-60	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
61-80	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
81-100	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
101-125	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
126-150	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
151-190	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
191-300	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
301-430	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300
431 +	\$.2200	\$.2200	\$.1600	\$.1600	\$.1300	\$.1300

Missouri Public Service Commission

99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999

EFFECTIVE: [REDACTED]

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

**SECTION 4 – RATES AND CHARGES, (Cont’d)**

**4.2 Residential and Small Business Direct Dial Service, (Cont’d.)**

**4.2.3 Residential Minute Bundles**

A. “Talk 250”

Monthly Charge: \$20.00 for up to 250 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.

B. “Talk 500”

Monthly Charge: \$30.00 for up to 500 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.

C. “Talk 1000”

Monthly Charge: \$50.00 for up to 1,000 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 1,000 will be billed at \$.10 per minute.

D. “Unlimited”

Monthly Charge: \$23.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line.

To be eligible for this Plan, the customer must be a new or existing residential phone customer. (T)

The “Unlimited” plan is available to residential phone customers only. The “Unlimited” plan covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing, or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes shall forfeit eligibility for rates under this plan, and those customers continuing to be presubscribed to the Company will be moved to the rates under Fidelity Long Distance Flat Rate Option – Term Discount (\$.14 per minute intrastate and interstate). (T)

Issued: April 26, 2011

Effective: May 26, 2011

By:

Dave Beier  
Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

**SECTION 4 – RATES AND CHARGES, (Cont’d)**

**4.2 Residential and Small Business Direct Dial Service, (Cont’d.)**

**4.2.3 Residential Minute Bundles**

A. “Talk 250”

Monthly Charge: \$20.00 for up to 250 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.

B. “Talk 500”

Monthly Charge: \$30.00 for up to 500 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.

C. “Talk 1000”

Monthly Charge: \$50.00 for up to 1,000 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 1,000 will be billed at \$.10 per minute.

D. “Unlimited”

Monthly Charge: \$23.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line.

To be eligible for this Plan, the customer must be a new or existing residential phone customer, who must also subscribe to a Fidelity bundled package or Fidelity high-speed Internet service via either Cable Modem or Digital Subscriber Line (DSL).

(T)  
(T)

The “Unlimited” plan is available to residential phone customers only. The “Unlimited” plan covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing, or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes, or who cancel any of the required services, shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribed to the Company will be moved to the rates under Fidelity Long Distance Flat Rate Option – Term Discount (\$.14 per minute intrastate and interstate).

Issued: June 11, 2010

Effective: July 11, 2010

By:

Dave Beier

Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

**FILED**  
**Missouri Public**  
**Service Commission**  
**JX-2010-0707**

**CANCELLED**  
**May 26, 2011**  
**Missouri Public**  
**Service Commission**  
**JX-2011-0537**

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**SECTION 4 – RATES AND CHARGES, (Cont'd)**

**4.2 Residential and Small Business Direct Dial Service, (Cont'd.)**

**4.2.3 Residential Minute Bundles**

A. “Talk 250”

Monthly Charge: \$20.00 for up to 250 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.

B. “Talk 500”

Monthly Charge: \$30.00 for up to 500 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.

C. “Talk 1000”

Monthly Charge: \$50.00 for up to 1,000 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 1,000 will be billed at \$.10 per minute.

D. “Unlimited”

Monthly Charge: \$23.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line. (I)

To be eligible for this Plan, the customer must be a new or existing residential phone customer, who must also subscribe to Fidelity high-speed Internet service via either Cable Modem or Digital Subscriber Line (DSL).

The “Unlimited” plan is available to residential phone customers only. The “Unlimited” plan covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing, or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes, or who cancel any of the required services, shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribed to the Company will be moved to the rates under Fidelity Long Distance Flat Rate Option – Term Discount (\$.14 per minute intrastate and interstate).

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Issued: January 19, 2009

Effective: February 18, 2009

By:

**CANCELLED**  
July 11, 2010  
Missouri Public  
Service Commission  
JX-2010-0707

Dave Beier  
Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

Filed  
Missouri Public  
Service Commission  
JX-2009-0521



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SECTION 4 – RATES AND CHARGES, (Cont'd)

4.2 Residential and Small Business Direct Dial Service, (Cont'd.)

4.2.3 Residential Minute Bundles

- A. "Talk 250"  
Monthly Charge: \$20.00 for up to 250 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.
- B. "Talk 500"  
Monthly Charge: \$30.00 for up to 500 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.
- C. "Talk 1000"  
Monthly Charge: \$50.00 for up to 1,000 intrastate or interstate domestic minutes. Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 1,000 will be billed at \$.10 per minute.

D. "Unlimited"

Monthly Charge: \$20.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line.

To be eligible for this Plan, the customer must be a new or existing residential phone customer, who must also subscribe to Fidelity high-speed Internet service via either Cable Modem or Digital Subscriber Line (DSL).

The "Unlimited" plan is available to residential phone customers only. The "Unlimited" plan covers residential direct dialed interstate and intrastate calls only. The "Unlimited" plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing, or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes, or who cancel any of the required services, shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribed to the Company will be moved to the rates under Fidelity Long Distance Flat Rate Option – Term Discount (\$.14 per minute intrastate and interstate).

(N)

(N)

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Issued: April 17, 2006

Effective: May 17, 2006

By:

Dave Beier  
Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

**SECTION 4 – RATES AND CHARGES, (Cont'd)**

**4.2 Residential and Small Business Direct Dial Service, (Cont'd.)**

**4.2.3 Residential Minute Bundles**

- A. “Talk 250”  
Monthly Charge: \$20.00 for up to 250 intrastate or interstate domestic minutes.  
Unused monthly minutes are not eligible for credit or carryover to future months.  
Additional monthly minutes above 250 will be billed at \$.10 per minute.
  
- B. “Talk 500”  
Monthly Charge: \$30.00 for up to 500 intrastate or interstate domestic minutes.  
Unused monthly minutes are not eligible for credit or carryover to future months.  
Additional monthly minutes above 500 will be billed at \$.10 per minute.
  
- C. “Talk 1000”  
Monthly Charge: \$50.00 for up to 1,000 intrastate or interstate domestic minutes.  
Unused monthly minutes are not eligible for credit or carryover to future months.  
Additional monthly minutes above 1,000 will be billed at \$.10 per minute.

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Issued: March 28, 2005

By:

Dave Beier  
Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

Effective: April 27, 2005

**Cancelled**

May 17, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

**SECTION 4 - RATES AND CHARGES, (Cont'd.)** Missouri Public Service Commission

**4.3 Medium Business Direct Dialed Service**

REC'D APR 16 1999

Medium Business Direct Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Minimum Monthly Charge applies for both interstate and intrastate usage using the Company's service.

**4.3.1 Medium Business Direct Dialed Service**

**A. Base Rates**

Minimum Monthly Charge \$15.00

All Hours/Times-of-Day

Per Minute Rate \$0.14

**B. Term Discount Option**

For Customers who select this option, a term discount is applied based on the length of time for which the Customer purchases the term plan agreement.

In the event that the service term commitment for under this tariff is no longer desired by the Customer prior to the expiration of the term, the Customer will be required to pay a termination charge that is equal to the difference between the amount billed from the effective date of the term and the amount calculated by multiplying the rate for the Flat Rate Option - Base Rate shown in A above, times the accumulated usage from the effective date of the term.

Minimum Monthly Charge \$15.00

Monthly Usage 1-Year Term

All usage \$.135/minute

Missouri Public Service Commission

99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999

EFFECTIVE: [REDACTED]

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

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**SECTION 4-RATES AND CHANGES, (Cont'd.)**

**4.3 Medium Business Direct Dialed Service, (Cont'd.)**

**4.3.1 Medium Business Direct Dialed Service, (Cont'd.)**

C. Volume Discount Option

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified in the Company's interstate tariff or rate sheet will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

(D)  
|

Monthly Usage  
? 12,000 minutes

Rate per minute  
\$ .048/minute for all minutes

(R)

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ISSUED: November 14, 2002  
BY:

Dave Beier  
Vice President – Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE: December 14, 2002

**SECTION 4 - RATES AND CHARGES, (Cont'd.)**

MISSOURI PUBLIC  
SERVICE COMMISSION

REC'D APR 16 1999

**4.3 Medium Business Direct Dialed Service, (Cont'd.)**

**4.3.1 Medium Business Direct Dialed Service, (Cont'd.)**

**C. Volume Discount Option**

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified in the Company's interstate tariff or rate sheet will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

In the event that the service contracted for under this tariff is no longer desired by the Customer prior to the expiration of the contract, the Customer will be required to pay a termination charge that is the amount equal to the difference between the amount billed from the effective date of the contract and the amount calculated by multiplying the rate for the Flat Rate Option - Base Rate shown in A above, times the accumulated usage from the effective date of the contract.

<u>Monthly Usage</u>	<u>Rate per minute</u>
\$5000.00 +	\$.125/minute for all minutes

**CANCELLED**

DEC 14 2002

1578536  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

99-468  
FILED JUL 2 1999

ISSUED: April 19, 1999

EFFECTIVE: June 4, 1999

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

JUL 02 1999

**SECTION 4 – RATES AND CHARGES, (Cont'd.)**

**4.3 Medium Business Direct Dialed Service, (Cont'd.)**

**4.3.1 Medium Business Direct Dialed Service, (Cont'd)**

D. Reserved for future use.

(N)

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ISSUED: April 11, 2003

By:

Dave Beier  
Vice President – Regulatory  
64 North Clark  
Sullivan, Missouri 63080

EFFECTIVE: May 11, 2003

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**SECTION 4 – RATES AND CHARGES, (Cont'd.)****4.3 Medium Business Direct Dialed Service, (Cont'd.)****4.3.1 Medium Business Direct Dialed Service, (Cont'd.)****E. Volume Discount Option 2**

For Customers who select this option, a volume discount is applied based on the monthly interstate and intrastate usage as shown below.

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly usage Charge applies for both intrastate and interstate usage.

<u>Monthly Usage</u>	<u>Per Minute Rate</u>
\$50.00 (R)	\$0.09/minute for all minutes

ISSUED: February 22, 2006

By:

Dave Beier  
Vice President – Regulatory  
64 North Clark  
Sullivan, MO 63080

EFFECTIVE: March 1, 2006

**SECTION 4 – RATES AND CHARGES, (Cont'd.)**

**4.3 Medium Business Direct Dialed Service, (Cont'd.)**

**4.3.1 Medium Business Direct Dialed Service, (Cont'd.)**

D. Volume Discount Option 2

For Customers who select this option, a volume discount is applied based on the monthly interstate and intrastate usage as shown below.

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly usage Charge applies for both intrastate and interstate usage.

Monthly Usage

Per Minute Rate

\$75.00

\$0.09/minute for all minutes

(R)

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ISSUED: April 8, 2003

EFFECTIVE: April 15, 2003

By:

Dave Beier  
Vice President – Regulatory  
64 North Clark  
Sullivan, Missouri 63080



**SECTION 4 - RATES AND CHARGES, (Cont'd.)**

**RECEIVED**

**4.3 Medium Business Direct Dialed Service, (Cont'd.)**

**MAY 24 2000**

**4.3.1 Medium Business Direct Dialed Service, (Cont'd.)**

**MO. PUBLIC SERVICE COMM**

**E. Volume Discount Option 2**

For Customers who select this option, a volume discount is applied based on the monthly interstate and intrastate usage as shown below.

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Monthly Usage

Per Minute Rate

\$75.00

\$0.135/minute for all minutes

**CANCELLED**  
**APR 15 2003**  
**10/RS/37.1**  
**Public Service Commission**  
**MISSOURI**

ISSUED: May 24, 2000

EFFECTIVE: June 23, 2000

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

**FILED**

**JUN 23 2000**

**MISSOURI**  
**Public Service Commission**

**SECTION 4-RATES AND CHANGES, (Cont'd.)**

**4.4 Toll Free (8XX) Service**

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any intrastate location over an 8XX number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 8XX telephone number desired and completes the call, and the call is billed to the called station.

**4.4.1. Business Rates**

Monthly Service Fee:	\$ 5.00 per line
Business Usage Rates:	\$ .09/minute

**A. Volume Discount Option**

For Customers who select this option, a volume discount is applied based on the guaranteed monthly toll free interstate and intrastate usage as shown below.

Monthly Service Fee:	\$5.00 per line
<u>Monthly Usage</u>	<u>Rate per minute</u>
>5,000 minutes	\$.0625 per minute

(N)  
 |  
 (N)

**4.4.2 Residential Rates**

Monthly Service Fee:	\$ 5.00 per line
Residential Usage Rates:	\$ 0.20 per minute

ISSUED: December 23, 2005

EFFECTIVE: January 22, 2006

By:

Dave Beier  
 Vice President-Regulatory  
 64 N. Clark  
 Sullivan, Missouri 63080

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**SECTION 4-RATES AND CHANGES, (Cont'd.)****4.4 Toll Free (8xx) Service**

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any intrastate location over an 8xx number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 8xx telephone number desired and completes the call, and the call is billed to the called station.

**4.4.1. Business Rates**

Monthly Service Fee:	\$ 5.00 per line
Business Usage Rates:	\$ .09/minute

**4.4.2 Residential Rates**

Monthly Service Fee:	\$ 5.00 per line
Residential Usage Rates:	\$ 0.20 per minute

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ISSUED: May 23, 2003

By:

Dave Beier  
Vice President-Regulatory  
64 N. Clark  
Sullivan, Missouri 63080

EFFECTIVE: May 30, 2003

RECEIVED

SECTION 4 - RATES AND CHARGES, (Cont'd.)

MAY 24 2000

4.4 Toll Free (e.g., 800/877/888) Service

MO. PUBLIC SERVICE COMMISSION

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any intrastate location over an 800/877/888 number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 800, 877 or 888 telephone number desired and completes the call, and the call is billed to the called station.

4.4.1 Business Rates

Monthly Service Fee: \$5.00 per line

Business Usage Rates: \$.15/minute

4.4.2 Residential Rates

Monthly Service Fee: \$5.00 per line

Residential Usage Rates: \$0.20 per minute

CANCELLED

MAY 30 2003

2nd RS 38  
Public Service Commission  
MISSOURI

ISSUED: May 24, 2000

EFFECTIVE: June 23, 2000

By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

FILED

JUN 23 2000

MISSOURI  
Public Service Commission

Missouri Public  
Service Commission

**SECTION 4 - RATES AND CHARGES, (Cont'd.)**

RECD APR 16 1999

**4.4 Toll Free (e.g., 800/877/888) Service**

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any intrastate location over an 800/888 number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than to the originating caller. Calls are billed in full minute increments unless otherwise specified in this tariff. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 800 or 888 telephone number desired and completes the call, and the call is billed to the called station.

**4.4.1 Business Rates**

Monthly Service Fee:	\$5.00 per line
Business Usage Rates:	\$.15/minute

**4.4.2 Residential Rates**

Monthly Service Fee:	\$5.00 per line
Residential Usage Rates:	\$0.20 per minute

**CANCELLED**

JUN 23 2000  
By *151 RP 38*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUN 2 1999  
99-468

ISSUED: April 19, 1999  
By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE ~~DATE~~

JUL 02 1999

**SECTION 4 – RATES AND CHARGES (Cont'd.)**

**4.5 Reserved for future use.**

(D)

(D)

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ISSUED: November 1, 2011

EFFECTIVE: December 8, 2011

Dave Beier  
Vice President – Regulatory  
64 North Clark Street  
Sullivan, Missouri 63080

**SECTION 4 - RATES AND CHARGES, (Cont'd)** Missouri Public Service Commission

**4.5 Travel Card Service**

REC'D APR 16 1999

Travel Card Service provides a billing alternative for intrastate calls to business and residential Customers. Calls are originated by dialing a Company-provided toll-free number, followed by the terminating telephone number and Personal Account Number. Calls may originate from standard residential, business, PBX (hotel), or pay telephone access lines. Calls are billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute. Call charges include per minute usage charges and a per call service charge.

**4.5.1 Travel Card Service - Rates**

Per minute rate:	\$0.25
Per call surcharge:	\$0.75

Missouri Public Service Commission  
99-468  
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By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE: ~~June 1, 1999~~

JUL 02 1999

**SECTION 4 - RATES AND CHARGES, (Cont'd)** Missouri Public Service Commission

**4.6 Fidelity Debit Card Service**

REC'D APR 16 1999

Fidelity Debit Card Service allows Customers to place direct dialed calls between locations within the State of Missouri. Customers access the Company's network by dialing a toll-free number or other access dialing sequence and entering a Personal Account Code. The Company's system informs the Customer of the Available Usage Balance remaining in his/her Debit Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance on the Customer's account on a real time basis as the call progresses.

Customers purchase a Debit Card which assigns each Customer a Debit Account, provides each Customer with a Personal Account Code and lists instructions for accessing and using Carrier's service. Debit Cards are available in varying denominations.

Purchase of a Debit Card entitles the Customer to use the Company's network for a number of minutes equivalent to the card denomination divided by the effective per minute rate. The Customer's right to utilize network usage within a given Debit Account associated with that Debit Account number. No minimum service period applies.

Payment for Retail Debit Cards and Available Usage in a Customer's Debit Account is non-refundable.

Retail Debit Card service rates are not distance or time of day sensitive in nature. Holiday discounts do not apply.

Network usage for Debit Card Calls is deducted from the Available Usage Balance in Customer's Debit Account in full unit increments. For debiting purposes, the minimum call usage is one (1) unit.

Per Unit Rate: \$0.25

Missouri Public Service Commission  
99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999  
By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE: ~~April 19, 1999~~

JUL 02 1999



**SECTION 4 - RATES AND CHARGES, (Cont'd.)**

**RECEIVED**

**JUL 16 1999**

**4.6 Fidelity Debit Card Service, (Cont'd.)**

**MO. PUBLIC SERVICE COMMISSION**

**4.6.1 Debit Card Sponsor Program**

The Debit Card Sponsor Program, where available, is offered to organizations or commercial entities for distribution to their members, patrons or customers. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark or other image on the card. The Sponsor may distribute the Company's Prepaid card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Company's trade mark, trade name, service mark or other image on the card.

**4.7 Directory Assistance Calls**

(C)

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. No call allowance applies. A Call Completion charge applies for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number. Call Completion is available where technically feasible.

**4.7.1 Directory Assistance Charge**

Directory Assistance, per request	\$0.65
Call Completion, per call:	\$0.65

(C)

**Missouri Public  
Service Commissioner**

**FILED JUL 15 1999**

**ISSUED: July 15, 1999**  
By:

**EFFECTIVE: August 15, 1999**

**John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080**

**JUL 15 1999**

MOI9902

SECTION 4 - RATES AND CHARGES, (Cont'd.) Missouri Public Service Commission

4.6 Fidelity Debit Card Service, (Cont'd.)

REC'D APR 16 1999

4.6.1 Debit Card Sponsor Program

The Debit Card Sponsor Program, where available, is offered to organizations or commercial entities for distribution to their members, patrons or customers. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark or other image on the card. The Sponsor may distribute the Company's Prepaid card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Company's trade mark, trade name, service mark or other image on the card.

4.7 Directory Assistance Calls

All calls to Directory Assistance will be handled and billed by the underlying carrier.

**CANCELLED**

JUL 15 1999

by I RS #41  
Public Service Commission  
MISSOURI

Missouri Public Service Commission  
99-468  
FILED JUL 02 1999

ISSUED: April 19, 1999  
By:

John Colbert  
Vice President, Finance  
64 North Clark Street  
Sullivan, Missouri 63080

EFFECTIVE: [REDACTED]

JUL 02 1999

## SECTION 4-RATES AND CHARGES, (Cont'd)

**4.8 PROMOTIONS****4.8.1 General**

From time to time, the Company may elect to offer special promotions to its customers. These promotions will generally consist of a reduced price, a free service with a purchase of another service or a free giveaway.

Any promotional waiver or discounted rate will apply only one time per customer for each service during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

The Company will provide written notice to the Commission no less than ten (10) days prior to the beginning of each promotion period identifying the promotion. If facilities permit, all residence and / or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.

**4.8.2 Specific Promotion**

During the promotional period of November 20, 2003 through December 31, 2003, customers who subscribe to the Fidelity Long Distance \$0.14 per minute plan under Section 4.2.1.B of this tariff will receive a Wal-Mart shopping card redeemable for up to \$20.00 in merchandise. This promotion is for new residential and small business subscribers only. A 1-year commitment is required.

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Issued By:

Dave Beier, Vice President-Regulatory  
Fidelity Long Distance, Inc.  
64 N. Clark  
Sullivan, MO 63080

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