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## 1. DEFINITIONS

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

Additional Listing - In connection with business and residence service, regular additional listings are available only in the names of those persons having the right to use the subscriber's service. (N)

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

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

Company - ExOp of Missouri, Inc. unless the context indicates otherwise.

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

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

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

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

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

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

Disconnection - The temporary cessation of telecommunications service.

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

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

1. DEFINITIONS (continued)

LATA - Local Access and Transport Area.

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

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

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

Non-Listed Service - The omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator.

Non-Published Service - The omission of a customer's listing from both the telephone directory and Directory Assistance records.

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

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

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

Termination - The permanent cessation of telecommunications service.

(N)  
|  
(N)

4. SERVICES (continued)

4.1 Basic Local Telecommunication Service (continued)

4.1.1 Description (continued)

Basic Local Telecommunication Service can be activated by equipment generating pulses (rotary); multi tones (touch) signal or when available, voice activated dialing to the switching equipment.

4.1.2 Rates

<b>Description</b>	<b>Monthly Rate Per Line Charge</b>
Residential Basic Local Telecommunication Service (ExOp-MCA Calling Scope)	\$25.95 (I)
(ExOp Calling Scope) Additional Lines Only	\$11.95 (I)
Commercial Basic Local Telecommunication Service (ExOp Calling Scope)	\$26.90 (I)
(To add MCA Calling Scope to Basic Local Service)	\$26.70 (I)
Commercial Basic Local Telecommunications Service (ExOp-MCA Calling Scope)	\$53.60 (I)

4.1.3 Vacation Rate Service

Vacation rate service is available upon advance notice. Basic Local Telecommunication Service will be placed on a half-rate basis for a period of not less than one calendar month, which corresponds to the billing period, and not more than six months. This service applies where a subscriber closes his Residence or place of business for the above time and to schools if applied for during vacation.

4.1.4 Missouri School Discount Program

- A. A discount from standard monthly rates for Basic, Local Telecommunication Service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
- B. Upon the Customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3 following.

## 4. SERVICES (continued)

## 4.5 Directory Listings

## 4.5.1 Description

1. One Directory listing is furnished without charge to each customer in conformity to the Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.
2. A Primary Listing is furnished as part of and in the rates for telephone service. The Primary Listing may include the name, address and telephone number of:
  - a. The individual, organization, firm or corporation contracting for the service.
  - b. A residential primary listing may consist of a dual name listing whereby two individuals with the same surname who reside at the same address may both be listed with no more than two given names. Each given name for the purposes of this Tariff is defined as any combination, not to exceed two, of the following:
    - 1) First name
    - 2) Middle name
    - 3) Initial
    - 4) Nickname
    - 5) Maiden name
  - c. A Duplicate Listing reversing the order of the individuals given names above may be provided at the rates for Additional Listings,
  - d. When two or more lines serve a customer in a group arranged for "hunting", each group of lines is considered one telephone number and is entitled to only one Primary Listing.
3. An Additional Listing may also include the same address and telephone number as the Primary Listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
  - a. Additional Listings may be furnished with business or residence service for persons who occupy the same premises.
4. Non-published Listing is the omission of a customer's listing from both the telephone directory and Directory Assistance records.
  - a. When Non-published Service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published listing.

4. SERVICES (continued)

4.5 Directory Listings (continued)

4.5.1 Description (continued)

- 5. Non-listed Service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator.
- 6. Service Charges apply to change listed directory service to Non-published Service or Non-listed Service. Service Charges DO NOT apply to change from Non-published Service or Non-listed Service to listed Primary Listing service.
- 7. The charge for Directory listings begins on the day the Directory Assistance records are posted.
- 8. The length of directory listing period is from the day on which the directory is published to the day the succeeding directory is published.
- 9. Listings will be limited to such information as is necessary for proper identification.
- 10. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

4.5.2 Rates

		Residential Monthly Rate	Business Monthly Rate
1.	Additional Listing	\$2.25	\$2.25
2.	Non-Published Listing	\$3.00	\$2.25
3.	Non-Listed Service	\$0.50	\$0.50

(N)

(N)



## 11. Bundled Packages (Cont'd)

11.1 Voice Advantage Bundles<sup>2</sup> (Cont'd)

## 11.1.2 Regulations (Cont'd)

- K. The Voice Advantage Bundles are offered only to residential customers for the customer's personal, residential, non-business and non-professional use. Use of the Voice Advantage Bundle is prohibited for any profit or nonprofit commercial or governmental activities, including, but not limited to, activities related to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Voice Advantage Bundle or any other activity that would be inconsistent with the normal residential voice-grade applications and usage patterns. If it is determined that the usage on the Voice Advantage Bundle is not consistent with residential applications or is otherwise prohibited as specified in this tariff, ExOp of Missouri, Inc., d/b/a FairPoint Communications will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage Bundle. Additional restrictions may apply as provided elsewhere in the tariff.
- L. Customers enrolled in the Voice Advantage Bundles, who fail to pay the entire bundle rate due per month, will have all existing Voice Advantage Bundles converted to the applicable tariff rates for the individual services included in their bundle. Service charges will not apply for converting services back to their individual tariff rates. Such customers will not be permitted to re-enroll in the Voice Advantage Bundle until such time as all associated unpaid balances have been paid in full.
- M. Voice Advantage Bundle customers have the option of subscribing to Voice Mail\* and Internet\* products at discounted rates.

## 11.1.3 Monthly Rates and Charges

- A. Subscribers to any of the Voice Advantage Bundles may upgrade their bundle for an additional \$5.00 per month to include:
1. Call Conferencing 3 Way
  2. Anonymous Call Rejection
  3. Call Back Busy Unlimited
  4. Call Return Unlimited
  5. Call Forward All Calls
- B. Voice Advantage Basic<sup>2</sup> \$27.92<sup>1</sup> (I)
- C. Voice Advantage 600<sup>2</sup> \$27.92<sup>1</sup> (I)
- D. Voice Advantage Unlimited<sup>2</sup> \$27.92<sup>1</sup> (I)
- E. All IntraLATA and InterLATA minutes in excess of minutes included in the bundles \$.10 per minute\*

\* Service not regulated under this tariff

<sup>1</sup>This price does not include the deregulated intralata and interlata components.

<sup>2</sup>Effective December 1, 2013, Voice Advantage Bundles will no longer be available to new customers. Existing Voice Advantage Bundles customers will be allowed to keep their Voice Advantage Bundles at their current service location under the same billing party. No changes to or additions of services to the existing Voice Advantage Bundles are allowed.

## 11. Bundled Packages

## 11.2 ExpansionPAK II (EPAK II) Bundles (Cont'd)

## 11.2.4 Monthly Rates and Charges

**Unlimited Dial Tone (DTL):**

Basic Unlimited Package – One Year Term	\$27.00 <sup>1</sup> (I)
Basic Unlimited Package – Two Year Term	\$24.00 <sup>1</sup> (I)
Expansion Line with Unlimited Calling (Month-to-Month)	\$31.90 <sup>1</sup> (I)
Expansion Line with Unlimited Calling (One Year Term)	\$27.00 <sup>1</sup> (I)
Expansion Line with Unlimited Calling (Two Year Term)	\$24.00 <sup>1</sup> (I)

**Unlimited Centrex:**

Basic Unlimited Package – One Year Term	\$23.00 <sup>1</sup>
Basic Unlimited Package – Two Year Term	\$20.00 <sup>1</sup>
Expansion Line with Unlimited Calling (Month-to-Month)	\$24.00 <sup>1</sup>
Expansion Line with Unlimited Calling (One Year Term)	\$23.00 <sup>1</sup>
Expansion Line with Unlimited Calling (Two Year Term)	\$20.00 <sup>1</sup>

<sup>1</sup>This price does not include the deregulated intralata and interlata components.

## 11. Bundled Packages (Cont'd)

## 11.3 Voice Advantage II Bundles (Cont'd)

## 11.3.2 Regulations (Cont'd)

ExOp of Missouri, Inc., d/b/a FairPoint Communications will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage II Bundle. Additional restrictions may apply as provided elsewhere in the tariff.

- K. Voice Advantage II Bundle customers have the option of subscribing to Voice Mail\* and Internet\* products at discounted rates.

## 11.3.3 Monthly Rates and Charges

- |    |  |                          |
|----|--|--------------------------|
| A. | Voice Advantage II Basic   | \$25.95 <sup>1</sup> (I) |
| B. | Voice Advantage II 600   | \$25.95 <sup>1</sup> (I) |
| C. | Voice Advantage II Unlimited   | \$25.95 <sup>1</sup> (I) |
| D. | All IntraLATA and InterLATA minutes in excess of minutes included in the bundles   | \$ .10 per minute*       |
| E. | Subscribers to any of the Voice Advantage II Bundles may upgrade their bundle for an additional \$5.00 per month to include: |                          |
|    | 1.   | Caller ID                |
|    | 2.   | Call Waiting             |
|    | 3.   | Call Waiting ID          |
|    | 4.   | Call Conferencing 3 Way  |
|    | 5.   | Anonymous Call Rejection |
|    | 6.   | Call Back Busy Unlimited |
|    | 7.   | Call Return Unlimited    |
|    | 8.   | Call Forward All Calls   |

Not all features may be available in all areas

<sup>1</sup>This price does not include the IntraLATA and InterLATA components which are provided by ExOp of Missouri, Inc.

\* Service not regulated under this tariff