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PREFERRED/TELECOM, INC. MISSOURI  
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REGULATIONS AND SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO THE RESALE OF COMPETITIVE INTRASTATE  
TELECOMMUNICATIONS SERVICES WITHIN THE STATE OF MISSOURI

CANCELLED

JUN 08 2003

By TD-03476  
Public Service Commission  
MISSOURI

CONTACT INFORMATION:

Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243  
1-800-377-6308  
214-726-1939

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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REGULATIONS AND SCHEDULE OF RATES AND CHARGES  
 APPLICABLE TO THE RESALE OF COMPETITIVE INTRASTATE MISSOURI  
 TELECOMMUNICATIONS SERVICES WITHIN THE STATE OF MISSOURI  
 PUBLIC SERVICE COMMISSION

Preferred/Telecom, Inc. has been designated as a competitive telecommunications company. The Commission has granted Preferred/Telecom, Inc. a waiver of the following statutory and regulatory provisions:

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

4 CSR 240-10.020	Income on depreciation fund investments.
4 CSR 240-30.010 (2) (C)	Posting exchange rates at central offices.
4 CSR 240-32.030 (1) (B)	Exchange boundary maps.
4 CSR 240-32.030 (1) (C)	Record of access lines.
4 CSR 240-32.030 (2)	Records kept within State.
4 CSR 240-32.050 (3-6)	Telephone directories.
4 CSR 240-32.070 (4)	Coin telephone.
4 CSR 240-33.030	Information customers of lowest price service.

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Jerry G. Kirby, Director, Regulatory Affairs  
 PREFERRED/TELECOM, INC.  
 12655 North Central Expressway, #800  
 Dallas, Texas 75243

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PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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APPLICATION OF TARIFF**MISSOURI  
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Unless otherwise noted herein, this Tariff contains the description, regulations, rates, terms and conditions applicable to the competitive resale of intrastate telecommunications services provided by **PREFERRED/TELECOM, INC.** (hereinafter "the Company"). The Company's services are offered for intrastate telecommunications services originating and terminating within the State of Missouri, and services are offered subject to the availability of facilities and the terms and conditions of this Tariff, and are subject to the jurisdiction of the Missouri Public Service Commission.

EXPLANATION OF SYMBOLS

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify an increased rate
- (M) - To signify matter relocated without change
- (N) - To signify new rate or regulation
- (R) - To signify a reduced rate
- (S) - To signify reissued material
- (T) - To signify a change in text but no change in rate or regulation
- (Z) - To signify a correction

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**PREFERRED/TELECOM, INC.**  
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Dallas, Texas 75243

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TARIFF FORMAT

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- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Missouri Public Service Commission. For example, the 4th revised Page 14 cancels the 3rd Revised Page 14. 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:

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

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

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 1 - DEFINITION OF TERMS

For purposes of this Tariff, the following definitions shall apply.

Access Code

The term access code denotes a sequence of numbers that, when dialed, connects a consumer to an interexchange carrier that is associated with that sequence. Dialing sequences which utilize a 950-10XX, 1-800, 10XXX, or 10XXXX prefixes, are examples of access code arrangements available to Customers.

Accounting Code

A code consisting of two or more digits which is available to Customers for identifying individual users and thereby allocate the cost of long distance service.

Application for Service

A standard order form which includes all pertinent billing, technical, administrative, and other descriptive information which will enable the Company to provide telecommunications service to a Customer.

Authorization Code

Unique numeric codes (usually consisting of five or more digits or letters), which may be made available to Customers to identify themselves as being entitled to access and use of the Company's services.

Authorized User

A person, firm, corporation, or other entity authorized by the Customer to receive or send communication services.

Billed Party

The individual or entity responsible for the payment of charges associated with calls placed using services provided by the Company.

Billing Agent

An entity with whom the Company has contracted to procure billing and collection arrangements. Local exchange carriers, clearing houses, and issuers of commercial credit cards are examples of billing agents which may be utilized by the Company.

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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SECTION 1- DEFINITION OF TERMS (Continued)

Called Station

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

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Calling Station

Denotes the point from which a call is placed (i.e., the telephone number associated with the originating location).

Company

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The term Company refers to PREFERRED/TELECOM, INC.

Commission

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The term Commission refers to the Missouri Public Service Commission.

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Customer

An individual, firm, corporation, or other entity which orders service and is responsible for the payment of charges and compliance with the Tariff provisions set forth herein. For billing purposes, a Customer is considered to be an account. If a person, firm, or other entity orders the service in more than one city served by the Company, or requests the assignment of more than one account number in a particular city, each such account is treated as a separate Customer for billing purposes.

Customer Premises

Locations designated by a Customer where service is originated/terminated whether for its own communications needs or for the use of its resale customers.

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 1 - DEFINITION OF TERMS (Continued)

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Individual Case Basis (ICB)MISSOURI  
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Individual Case Basis (ICB) determinations involve situations where nonstandard arrangements are required to satisfy specialized needs. The nature of such service requirements makes it difficult or impossible to establish general Tariff provisions for such circumstances. When it becomes possible to determine specific terms and conditions for such offerings, they will be offered pursuant to such terms and conditions when set forth in writing and subscribed to by authorized representatives of the Customer and the Company. The Company agrees to provide copies of agreements to the Commission on request and pursuant to proprietary and confidential treatment.

Joint User

An individual, firm, corporation, or other entity which is designated and authorized by a Customer to use the Company's services or facilities and to whom a portion of the charges for such services or facilities is billed under a joint user agreement.

Local Exchange Carrier (LEC)

A company which furnishes local exchange telephone and access services.

Minimum Service Period

The minimum period of time during which a Customer is obligated to subscribe to services provided by the Company.

Monthly Recurring Charges

Monthly Recurring Charges are fixed charges applicable to certain service offerings set forth herein. Such charges vary depending upon the option selected by the Customer, as well as the physical requirements of the service arrangement. Monthly Recurring Charges are billed in arrears.

Nonrecurring Charges

Nonrecurring Charges are one-time charges relevant to the Company providing service.

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PREFERRED/TELECOM, INC.  
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Dallas, Texas 75243

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SECTION 1 - DEFINITION OF TERMS (Continued)

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Presubscription

An access arrangement whereby the Customer directs the local telephone company to originate distance telephone calls to the Company.

Point-of-Presence (POP)

A Company-designated location where a facility is maintained for the purpose of providing access to its service.

Special Promotional Offerings

The Company may from time to time engage in Special Promotional Offerings limited to certain dates, times, or locations designed to attract new Customers or to increase Customer usage.

Total Monthly Usage

The sum of undiscounted usage charges for all services provided to a Customer.

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PREFERRED/TELECOM, INC.  
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Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS

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2.1 Undertaking of the CarrierMISSOURI  
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- 2.1.1 The furnishing of telecommunication services under the terms of this Tariff will be provided by the Company alone, or in conjunction with services of other interexchange carriers. Services provided pursuant to this Tariff may be utilized only for the transmission of communications by Customers consistent with the terms of this Tariff, the rules and regulations of the Missouri Public Service Commission, and the requirements of the Communications Act of 1934, as amended.
- 2.1.2 Service consists of the furnishing of transmission capabilities to Customers for placement of intrastate long distance calls. Such services are offered subject to the availability of the necessary facilities and equipment to provide the service.
- 2.1.3 The Company, when acting at the Customer's request and as its authorized agent, will make reasonable efforts to arrange for service requirements which may include installation, terminal equipment, presubscription, and circuit conditioning. Due to the specialized nature of such arrangements, however, such services will be provided, if at all, on an individual case basis, with the rates for such ICB service based on the Company's actual cost of providing the service.

2.2 Limitations of Service

- 2.2.1 The furnishing of service under the terms of this Tariff will be provided by the Company alone, or in conjunction with services of other carriers. Such arrangements do not represent a joint undertaking by the Company and its underlying carriers.
- 2.2.2 The Company reserves the right to discontinue furnishing services when necessitated by conditions beyond its control. Such conditions include, but are not limited to, a Customer's having call volumes or calling patterns that results, or may result, in network blockage or other service degradation which adversely affects service to the calling party, Customer, or other Customers of the Company. The Company also reserves the right to discontinue furnishing service when the Customer is using the service in violation of the provisions of this Tariff or of the law.
- 2.2.3 Service may be discontinued without notice to a Customer by blocking traffic to certain countries, cities, or exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its services. Service will be restored as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.

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12655 North Central Expressway, #800  
Dallas, Texas 75243

## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.2 Limitations of Service (Continued)**MISSOURI  
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2.2.4 The Company reserves the right to refuse to provide service to or from any location where it has not ordered access facilities, installed network interconnections, or the necessary facilities and/or equipment are not available, acceptable, or justifiable. The Company also reserves the right to make changes to equipment, service components, and/or network configurations as may be required.

2.2.5 The Company reserves the right to deny Service to any person or entity: (i) who, in the Company's judgement, presents an undue risk of nonpayment, (ii) if the Company believes that the person's or entity's use of the Company's Service would violate the provisions of this Tariff or any applicable law or regulation, or if any applicable law or regulation restricts or prohibits provision of the Service to that person or entity; or (iii) if the Company determines in its sole discretion that facilities are not available to provide the Service.

2.2.6 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3. Terms and Conditions

2.3.1 Except as otherwise provided in this Tariff, service is provided and billed on the basis of a minimum period of at least one (1) month, beginning on the date that billing becomes effective and continuing until canceled, by the Customer in writing on not less than thirty (30) day's notice.

2.3.2 Service is provided on a monthly basis, 24 hours per day as described herein. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.

2.3.3 The name(s) of the Customer(s) desiring to subscribe to the service must be stipulated in the application for service. All applications for service involving presubscription must be accompanied by an authorization which permits the Company to initiate the presubscription process.

2.3.4 A Customer shall not use any service mark or trademark of the Company or refer to the Company in connection with any product, equipment, promotion, or publication of the Customer without prior written approval of the Company.

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12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.3. Terms and Conditions (Continued)MISSOURI  
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2.3.5 The failure to give notice of default, to enforce or insist upon compliance with any of the terms or conditions herein, the waiver of any term or condition herein, or the granting of an extension of time for performance by the Company or the Customer shall not constitute the permanent waiver of any term or condition herein. Each of the provisions shall remain at all time in full force and effect until modified in writing.

2.3.6 If the Customer resells the Company's services, the Customer assumes sole responsibility to provide all billing, collection, and customer service functions for all of its locations, including resolving any unauthorized presubscription disputes. Customers reselling the Customer's services must have the appropriate certification in all areas where service is provided. Further the Customer also assumes full responsibility for complying with the Communications Act and the rules, regulations, and decisions of the Missouri Public Service Commission. Failure to comply with any term, rule, or regulation of this Tariff may result in the Company immediately and irrevocably terminating service(s) without incurring any liability. Notification of termination of service(s) may be done in person or in writing.

2.3.7 If the presubscription of any line of a switchless reseller is unauthorized, the Company may charge the switchless reseller for the unauthorized presubscription change charges plus all additional charges imposed and costs incurred. The switchless reseller is financially liable for all lines at all locations until such time as the lines and/or locations are presubscribed to a different interexchange carrier. In instances where the switchless reseller has presubscribed lines and/or locations to its service without proper authorization, the switchless reseller must:

- A. Inform the premises owner/occupant at each location of the unauthorized change in interexchange carriers;
- B. Insure that each such location is returned to the interexchange carrier of choice; and
- C. Pay all applicable conversion charges.

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2.3.8 In the event of non-payment by a switchless reseller's end user, the Company may be requested by the switchless reseller to block such end user's location because of non-payment of charges. The switchless reseller must certify that proper notice has been given to the premises owner/occupant at such location. Proper notice must meet state and federal rules for blocking service due to non-payment. The switchless reseller is responsible for all costs incurred to disconnect or block the location from the Company's service(s).

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## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.4. LiabilityMISSOURI  
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- 2.4.1 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, addition, or defect in any service, facility or transmission if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.2 The Company shall be indemnified and held harmless by Customers and authorized users against any claim or loss, expense or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of a copyright or patent, unauthorized use of any trademark, trade name or service mark, interference with or misappropriation or violation of any contract, proprietary or certative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted over, or used by the Company; or for any act or omission of a Customer or authorized user; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.
- 2.4.3 The Company shall not be liable for any defacement of or damages to the premises of a Customer or authorized user resulting from the furnishing of service which is not the direct result of the Company's negligence. The Company is not liable for any act or omission of the Customer, authorized user, or any other entity or entities furnishing a portion of the service.
- 2.4.4 The Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. Customers and authorized users indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any party or persons, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the Customer, authorized user, or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

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Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS (Continued)

2.4. Liability (Continued)

2.4.5 The Company is not liable for any defacement of, or damage to the premises of a Customer or authorized user resulting from the furnishing of services or the attachment of instruments, apparatus, and associated wiring furnished by the Company on such Customer's premises or by the installation or removal thereof, when such defacement or damage is not the result of Company negligence.

2.4.6 The Company's liability for damages arising out of any additions, omissions, interruptions, delays, mistakes, errors, or defects in the transmission occurring in the course of furnishing the service or facilities shall in no event exceed an amount that is equivalent to the proportionate charge for the period of service during which the fault in transmission occurs.

2.5. Cancellation of Service by a Customer

Where the Customer or applicant cancels an Application for Service prior to receipt of a final order confirmation, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by the Company may apply, but in no case shall such charge exceed the charge for the applicable installation charges.

2.6. Company Provided Equipment

2.6.1 The Customer agrees to operate any Company provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void the Company's liability for interruption of service and may make Customer responsible for damage to equipment.

2.6.2 Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

2.6.3 The Company reserves the right of entrance for its employees, agents or contractors to the premises of the subscriber, at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service removing the Company's equipment. It shall be the responsibility of the Customer to make any necessary arrangements with the owners of the premises for the entrance of the Company's employees.

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## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.7 Use of ServiceMISSOURI  
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2.7.1 The services offered herein may not be used for the unauthorized provision of telecommunications services as defined by the appropriate governing body. Service furnished by the Company may be used for one or more of the following:

- A. for the transmission of communications by the Customer.
- B. for the transmission of communications by an authorized user as defined herein.
- C. for the transmission of communications to or from a Customer of another common carrier, which has subscribed to the Company's communications services.

2.7.2 Service furnished by the Company shall not be used for any unlawful purpose. The Customer shall not use nor permit others to use the service in a manner that could impede or interfere with the service(s) provided to others that could harm the facilities of the Company or others, or that is inconsistent with any applicable law or regulations.

2.7.3 No person, firm, corporation, agency, Customer, authorized user or other entity shall resell nor permit others to resell the Company's services without the prior written consent of the Company.

2.8 Payment Arrangements

2.8.1 The Customer is responsible for payment of all charges for services furnished to the Customer or its authorized users. Under certain service arrangements, the Customer may designate a billed party. Responsibility for payment is not changed by virtue of any use, misuse, or abuse of the Customer's service or Customer-provided systems, equipment, facilities, or services interconnected to the Customer's service which use, misuse, or abuse may be occasioned by third parties, including, without limitation, the Customer's employees and other members of the public.

2.8.2 Non-recurring charges are payable when the service for which they are specified have been performed. If an entity other than the Company (e.g., another carrier or supplier) imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a non-recurring charge is not specified, those charges will also be passed on to the Customer. Recurring charges which are fixed in amount and not dependent on usage are billed in advance. Usage charges are billed after each usage cycle.

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## SECTION 2 - RULES AND REGULATIONS (Continued)

2.8. Payment Arrangements (Continued)

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- 2.8.3 Customers may be charged for installation, administration, expedition, or cancellation of service orders. If, because of any such activity, a non-Company carrier or supplier levies additional charges, these charges shall be passed on to the entity for whom the charge was incurred.
- 2.8.4 In addition to the charges specifically pertaining to the services in this Tariff, certain federal, state and local surcharges, taxes, and fees, or similar liabilities will be applied to these services. These taxes, surcharges, and fees are calculated based upon the amount billed to the end user for the Company's services. All state and local taxes, surcharges, and fees (i.e., sales tax, gross receipts tax, municipal utilities tax, etc.) are listed on the Customer's invoices, and unless otherwise specified herein, are not included in the rates listed in this Tariff.
- 2.8.5 The Company does not require a deposit from the Customer as a condition of service.
- 2.8.6 Billing disputes shall be processed by the Company or its billing agent(s) consistent with the rules and regulations of the Missouri Public Service Commission. The Company's toll-free Customer Service number is 1-800-251-7285.
- 2.8.7 The Company may utilize local exchange carriers, agents, credit card companies, or other billing companies to render invoices for its services and to collect therefor. In such cases, the payment requirements of such entity shall govern the Customer's obligations with regard to payments, service termination, billing disputes, and returned checks.
- 2.8.8 In the event the Company incurs fees or expenses, including attorneys' fees, in collecting, or attempting to collect any charges owed the Company (including charges for fraudulent use of service), the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.
- 2.8.9 In the event that the Company renders its own bills:
- A. Billing will be payable upon receipt. Amounts not paid within 30 days after the invoice is rendered will be considered past due. Interest at the rate of 1.50% per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law) will accrue upon any unpaid amount commencing 35 days after date of billing.
  - B. The Company may immediately discontinue the furnishing of service(s) to a Customer upon written notification, without incurring any liability, upon a failure to pay any undisputed delinquent charges owed the Company.

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Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.8. Payment Arrangements (Continued)

- C. Any objections to billed charges must be promptly reported to the Company. If a dispute of charges is not received by the Company in writing within 30 days after an invoice is rendered, such invoice may be deemed to be correct and binding. Adjustments to invoices shall be made to the extent that circumstances exist which reasonably indicate that such charges are inappropriate.
- D. The Company reserves the right to assess a charge of \$25.00 whenever a check or draft presented for payment of the Company's service is not accepted by the institution on which it is drawn. Customers will also be liable to reimburse the Company for any other unusual bank charges arising from the time, place or manner of payment, including without limitation, bank charges for converting and processing payments made in a foreign currency.
- E. If a check, draft or other payment instrument remitted by a Customer or authorized user is dishonored more than once during a twelve (12) month period, the Company may refuse acceptance of further such payment methods and place the debtor on a cash basis. Under a cash basis, the Company may require payment in the form of U.S. currency, money orders, or an instrument that is guaranteed or issued by a third party that is acceptable to the Company.

MISSOURI  
Public Service Commission2.9. Change in Service Arrangement

When a change in service arrangement involves the use of facilities or services furnished by the Company, installation charges do not apply to the facilities or services continued in use. The minimum service period for the facilities or services continued in use is determined by the date of the initial acceptance thereof.

2.10. Interconnection with Other Carriers

Service furnished by the Company may be connected with the services or facilities of other carriers. Such services or facilities, if used, are provided under the terms, rates and conditions of the other carriers. The Customer is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

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PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS (Continued)

2.11. Restoration of Service

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The use and restoration of service shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission and any rules or regulations of the Missouri Public Service Commission. If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected. Nonrecurring charges apply to restored services.

2.12. Inspection, Testing and Adjustment

2.12.1 The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.

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

2.13. Cancellation for Cause by the Company

2.13.1 The Company may immediately discontinue the furnishing of service(s) to a Customer, upon written notice and without incurring any liability, upon a violation of any of the provisions governing the furnishing of service under this Tariff or any applicable laws, rules or regulations, or upon non-payment of any sum owing to the Company.

2.13.2 The Company may immediately discontinue the furnishing of service(s) to a Customer, without incurring any liability if the Company determines that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services.

2.13.3 The Company may immediately discontinue the furnishing of service(s) to a Customer, without incurring any liability if the Customer (i) refuses to furnish information regarding the Customer's creditworthiness, its past or current use of common carrier services or its planned use of service(s) or, (ii) provides false information pertaining to its creditworthiness, its past or current use of common carrier services or its planned use of service(s).

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Jerry G. Kirby, Director, Regulatory Affairs  
 PREFERRED/TELECOM, INC.  
 12655 North Central Expressway, #800  
 Dallas, Texas 75243

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SECTION 2 - RULES AND REGULATIONS (Continued)

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2.13. Cancellation for Cause by the Company (Continued)

2.13.4 The Company may immediately discontinue the furnishing of service to a Customer incurring any liability, if the Customer uses, or attempts to use service with the intent to avoid payment, either in whole or in part, by using or attempting to use service by rearranging, tampering with, or making connections to the Company's service which is not authorized by this Tariff; by using tricks, schemes, false or invalid accounts numbers, false credit devices, electronic devices or any other fraudulent means or devices.

2.13.5 Discontinuance of service(s) by the Company pursuant to this Section shall not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance.

2.13.6 The remedies set forth herein shall not be exclusive, and the Company shall at all times be entitled to all rights available to it under either law or equity.

2.13.7 Except as otherwise provided in this Tariff, or as specified in writing by the party entitled to receive service, notices may be given orally or in writing to the person(s) whose name(s) and address(es) appear on an executed Company Service Order.

2.14. Allowance for Interruptions

2.14.1 A credit allowance will be provided for that portion of a call which is interrupted due to poor transmission (difficulty hearing one of the parties), distortion (noise), or involuntary disconnection of a call if such deficiencies were caused by the Company's service. A Customer must promptly report the time the call was placed, its destination, and the difficulty experienced to a service representative in order to receive a credit allowance. If the Customer elects to use the services of another carrier after any of the above interruptions, or during a period when the Customer is unable to place a call using the Company's service(s), the Customer shall pay the charges for the alternative service used.

2.14.2 In the event a call is involuntarily disconnected, the amount of the credit shall be equivalent to the charge for the initial minute of the call made to reestablish communications with the other party. Where a call has been interrupted by poor transmission or distortion, the credit shall not exceed the charge for the last three minutes of the interrupted call, or the entire call if it lasted less than three minutes.

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PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 2 - RULES AND REGULATIONS (Continued)

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2.14. Allowance for Interruptions (Continued)

2.14.3 For services which involve dedicated access arrangements which are subject to a monthly recurring charge, the Customer will be given a credit allowance for an interruption of two consecutive hours or more, as follows:

- A. When service is interrupted for a period of less than two hours, no credit allowance will be given.
- B. When the service is interrupted for a period of two to twenty-four hours, the amount of the credit allowance shall not exceed one thirtieth of the monthly recurring charge or charges for the circuit.
- C. When the service is interrupted for a period more than twenty-four hours, the amount of the credit allowance shall not exceed one thirtieth of the monthly recurring charge or charges for the circuit multiplied by the number of 24 hour periods during which the service was interrupted.

2.14.4 An interruption period begins when the Customer reports to the Company that the service has been interrupted and releases it for testing and repair. An interruption period ends when the service is restored. If the Customer reports the service to be inoperative but declines to release it for testing and repair, the service is deemed to be impaired, but not interrupted.

2.14.5 No credit allowances shall be made for:

- A. Interruptions that are caused by the negligence of the Customer or others authorized by the Customer to the Customer's service;
- B. Interruptions that are due to the failure of power, equipment, systems, or services not provided by the Company;
- C. Interruptions during any period during which the Company or its agents are not afforded access to the premises where access lines associated with the Customer's service are located;

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

SECTION 2 - RULES AND REGULATIONS (Continued)

APR 19 1996

2.14. Allowance for Interruptions (Continued)

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- D. Interruptions during any period when the Customer or user has released the service to the Company for maintenance or rearrangement purposes, or for the implementation of a Customer order;
- E. Interruptions during any period when the Customer or user has refused to release the service for testing or repair;
- F. Interruptions during any period when the non- completion of calls is due to network busy conditions;
- G. Interruptions not promptly reported to the Company.

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PREFERRED/TELECOM, INC.  
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Dallas, Texas 75243

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## SECTION 3 - SERVICE DESCRIPTIONS

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3.1. General Description Of Services

3.1.1 The service enables Customers to place intrastate long distance telephone calls. Services are provided for a minimum period on one month, unless otherwise specified herein.

3.1.2 Services are provided on a full-time monthly basis and are available in all cities within the State, subject to the availability of facilities and/or equipment. The Company reserves the right to refuse to provide service where facilities or equipment are not available or economically feasible.

3.1.3 Rates and charges for service vary depending upon the option selected by the Customer. Certain service offerings may involve one or more of the following; monthly recurring charges for special features and functions, or a one time initiation service charge. At additional cost, certain service options may offer the Customer the ability to identify individual users and allocate the cost of long distance service through the use of accounting codes.

3.1.4 Usage charges for service may vary depending upon the time of day a call is placed and the distance between the calling and called stations. The following Rate Periods are applicable.

Day Rate Period: Monday through Friday from 8:00 AM to, but not including, 5:00 PM.

Evening Rate Period: Sunday through Friday from 5:00 PM to, but not including, 11:00 PM.

Night Rate Period: Sunday through Thursday from 11:00 PM to, but not including, 8:00 AM the following day.

Weekend Rate Period: From 11:00 PM Friday through 5:00 PM Sunday.

3.1.5 Chargeable time begins when the Company detects that the network connection between the calling party and the called party has been established. Chargeable time ends when either party "hangs up" thereby releasing the network connection. Calls are measured and billed in one minute increments; fractional minutes of use are rounded up to the next full minute, unless otherwise specified herein.

3.1.6 The Customer's usage charges are based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the Company's switching location(s) or the software utilizing audio tone detection. A call is terminated when the calling party hangs up.

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Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243



## SECTION 3 - SERVICE DESCRIPTIONS (Continued)

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3.2 Method for Calculation of Airline Mileage**MISSOURI  
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The airline mileage between two cities can be calculated using the Vertical (V) and Horizontal (H) coordinates of the serving wire centers associated with the Company's POP locations. The method for calculating the airline mileage is obtained by reference to AT&T's F.C.C. Tariff No. 10 according to the following formula:

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

Where V1 and H1 correspond to the V&H coordinates of City 1 and V2 and H2 correspond to the V&H coordinates of City 2.

Example:	<u>V</u>	<u>H</u>
City 1	5004	1406
City 2	5987	3424

$$\frac{\sqrt{(5004-5987)^2 + (1406-3424)^2}}{10}$$

The result is 709.83 miles. Any fractional miles are rounded to the next higher whole number; therefore, the airline mileage for this example is 710 miles.

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## SECTION 3 - SERVICE DESCRIPTIONS (Continued)

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3.3. Product Service Offerings3.3.1 One Plus Services**MISSOURI  
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One Plus Service allows Customers to utilize the Company's outbound services by dialing directly into the Company's network. Access to the network is available through 1+ (presubscription) and dial-up arrangements. Customers subscribing to this service are required to complete a letter of agency which authorizes the local exchange carrier to presubscribe the Customer to the Company's service.

3.3.2 Inbound (1-800) Services

Inbound (1-800) Services provide toll-free calling to a Customer's home or business. Under this arrangement, long distance charges are billed to the Customer, not to the initiator of the call. Customers interconnect to the network by presubscribing incoming lines to the Company. This service may be combined with One Plus and SecureCard services.

3.3.3 SecureCard Service

SecureCard Service is a voice activated travel service which is available for use from locations other than the Customer's premises. Users of the service access the Company's network using 1-800 access code dialing. The Customer is then prompted to furnish an authorization code. The system will validate the Customer's voice pattern prior to releasing the call for completion.

3.3.4 Toll Free Collect Service

Toll Free Collect Service is a fully automated service which enables a Customer to utilize voice recognition technology to place collect calls. To access the service, the Customer dials into the Company's call processing center using a 1-800 dialing arrangement. The Customer will be instructed to dial the called station and to speak his/her name. Upon validation of account associated with the billed party, the call will be completed.

3.3.5 VIP 800 Service

VIP 800 Service is a voice activated telecommunications service whereby Customers access the Company's network by using 1-800 access code dialing. The Customer is then prompted to furnish an authorization code and the name(s) of a preprogrammed directory listing of terminating telephone numbers. The system will validate the Customer's specifications prior to releasing the call for completion.

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## SECTION 4 - RATES AND CHARGES

4.1. One Plus Service

One Plus Service is a one-way multi-point arrangement designed for small businesses and residential users. Customers access the network using presubscription (or dial-up access) and dial-up arrangements. The Customer is responsible for all costs of installation and/or presubscription which may be assessed by a local exchange carrier or other service provider. Such charges may be reimbursed to the Customer by the Company. The Minimum Service Period for the service is one month, unless otherwise stated. The following rates are applicable to calls placed pursuant to this option. Calls are measured and billed in one minute increments; fractional minutes of use are rounded up to the next full minute, unless otherwise specified herein. Calls to Directory Assistance are rated at \$.65 per call.

RATE PLAN OPTION A  
Minimum Service Period - (12 Months)

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE
1-10	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900
11-22	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900
23-55	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900
56-124	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900
OVER/125	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900	\$.1900

RATE PLAN OPTION B  
Minimum Service Period - (One Month)

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE
1-10	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000
11-22	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000
23-55	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000
56-124	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000
OVER/125	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000	\$.2000

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## SECTION 4 - RATES AND CHARGES (Continued)

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4.2. Inbound (1-800) ServicesMISSOURI  
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Inbound 1-800 Services are inbound services whereby the Customer is billed for the charges, not the initiator of the call. Customers may elect to utilize dedicated access arrangement or switched access arrangements to interconnect with the Service. Prior to the installation of service, the Company may require the Customer to submit estimates of call volume and traffic patterns to minimize instances of network blocking.

Nothing herein, or in any other provision of this Tariff, or in any marketing materials issued by the Company shall give any person, including existing and prospective Customers, or their transferees or assignees, any ownership interest or proprietary right in any given telephone number.

Charges for 1-800 Service vary depending upon the interconnection arrangements selected by the Customer. In addition, the Customer is responsible for all costs of interconnection facilities provided by a local access provider.

Switched Access Arrangement - This service is available to small business and residential Customers at a base rate of \$.1900 per minute with a Minimum Service Period of 12 months; and \$.2000 per minute with a Minimum Service Period of one month; calls are billed for an initial period of one (1) minute; usage thereafter is timed and billed in six (6) second increments. Access to the Company's network is provided using switched access arrangements over lines which are presubscribed to the Company. Customers may be eligible for the volume discounts as set forth herein. A monthly recurring charge of \$20.00 is also applicable.

Dedicated Access Arrangement - This service is designed for high volume corporate users. Customers utilize dedicated access arrangements to interconnect with the Company's service. This option is not currently available.

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PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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SECTION 4 - RATES AND CHARGES (Continued)

4.3. SecureCard Service

SecureCard Service is an arrangement for Customers to use when away from the home or office. The service uses voice recognition technology to verify a Customer's speaking pattern prior to the completion of a call. Customers may be instructed to respond to a series of questions in order to validate the voice patterns and minimize the potential for fraudulent use of the calling card. SecureCard Service is billed through a valid commercial credit card account of the Customer.

Preferred Non-Corporate SecureCard is designed for residents and independent business people. Customers who use the service for over one year are eligible for a credit in the 13th month of service. The amount of the credit is equal to the Customer's average monthly usage for the preceding twelve month period. New Customers are subject to a one time enrollment fee of \$5.00 and an annual data base charge of \$5.00.

Preferred Corporate SecureCard is available to corporations for use by their employees and others. Customers who use the service for over one year are eligible for a credit in the 13th month of service. The amount of the credit is equal to the Customer's average monthly usage for the preceding twelve month period. New customers are subject to a one time enrollment fee of \$5.00 and a monthly minimum usage charge of \$5.00.

Preferred Customer SecureCard is available to Customers who subscribe to the Company's One Plus or Inbound 1-800 services. Under this arrangement, SecureCard calls are eligible for volume discounts that are available in conjunction with the Customer's other services. Customers are subject to a one time enrollment fee of \$5.00 and a monthly minimum usage charge of \$5.00.

The following usage charges are applicable to calls placed using the Company's SecureCard Services; a per call charge of \$.50 also applies. Calls are measured and billed in one minute increments.

Minimum Monthly Usage	Per Minute Rate
\$0 - \$99.99	\$.3000
\$100.00 - \$499.99	\$.2900
\$500.00 - \$1,999.99	\$.2800
\$2,000.00 - \$2,999.99	\$.2700
\$3,000.00 +	\$.2600

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 PREFERRED/TELECOM, INC.  
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## SECTION 4 - RATES AND CHARGES (Continued)

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4.4. Toll Free Collect ServiceBy TD 03470  
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Inbound Toll Free Collect Service is a fully automated, voice activated service for use by traveling public. Under this arrangement, Customers access the Company's call processing center by dialing the toll-free (1-800) access number. The Customer will then be prompted to dial the number of the calling station and respond to a series of questions. Upon verification of billing information and acceptance of the call by the called station, the call will be completed.

Calls are rated in accordance with the following rate schedule; all calls are measured and billed in one minute increments. A service charge of \$1.50 per call also applies for Collect-Station calls and a service charge of \$3.25 per call applies for Collect-Person-to-Person calls.

The Company will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon Customer notification or the Company's knowledge of the charge(s) for incomplete calls. The Company will advise the caller and billed party (if different from the end user) that the Company is the operator service provider at the time of the initial contract. The Company will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.

The Company will allow only tariff charges provided by the commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies (LECs) on behalf of the Company and will not collect location surcharges imposed by traffic aggregators. The Company will arrange for listing of its name on a LEC's billing of the Company's charges, if the LEC has multi-carrier bill listing capability.

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE	FIRST MINUTE	ADD'L MINUTE
1-10	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500
11-22	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500
23-55	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500
56-124	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500
OVER/125	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500	\$.2500

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PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

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## SECTION 4 - RATES AND CHARGES (Continued)

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4.5. VIP 800 Service

VIP 800 Service is an arrangement for Customers to use when away from the home or office. The service uses voice recognition technology to verify a Customer's authorization code and the name(s) of a preprogrammed directory listing of multiple terminating telephone numbers. This service is speaker independent. The system will validate the Customer's specifications prior to releasing the call for completion. Calls are rated in accordance with the following rate schedule; all calls are measured and billed in one minute increments.

Customer's Billing Method:

Credit Card or Calling Card Billing	\$ .2800 per minute
Local Exchange Carrier Billing	\$ .2900 per minute

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JUN 08 2003  
By TD 03-470  
Public Service Commission  
MISSOURI

**FILED**

AUG 7 1996

96 - 348

MO. PUBLIC SERVICE COMM

ISSUED: April 19, 1996

EFFECTIVE August 2, 1996

AUG 07 1996

Jerry G. Kirby, Director, Regulatory Affairs  
PREFERRED/TELECOM, INC.  
12655 North Central Expressway, #800  
Dallas, Texas 75243

## SECTION 4 - RATES AND CHARGES (Continued)

4.6. Miscellaneous Charges

The following miscellaneous charges may be applicable to services provided by the Company.  
Actual charges will depend upon the service option and individual needs of the Customer.

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## Call Detail Reporting

Complete Call Detail

\$2.00

Summary Only

\$0.75

Electronic Transfer

No Charge

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## Accounting Codes

No Charge

## SecureCard Fees

Enrollment

\$5.00

Annual Database Maintenance

\$5.00

## VIP-800 Additional Cards

\$1.00 Each

## 800 Service Charge Per 800#

\$5.00 Per Month

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Public Service Commission  
MISSOURI**FILED**

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**MO. PUBLIC SERVICE COMM**

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PREFERRED/TELECOM, INC.  
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AUG 07 1996



SECTION 5 - SPECIAL PROMOTIONAL OFFERINGS

From time to time, the Company may provide certain special promotional offerings and customized services to its existing and potential customers. The rates, terms, and conditions of such offerings will be set forth below. These promotions will be subject to prior notification and approval by the Missouri Public Service Commission.

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Public Service Commission

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