

August 29, 2014

Secretary of the Commission  
Missouri Public Service Commission  
200 Madison Street, Suite 500  
Jefferson City, MO 65102-0360

**RE:** Notice of Election and Withdrawal of CenturyLink Communications, LLC Competitive Local Exchange Services Pursuant to §392.461, RSMo

Dear Secretary of the Commission:

Section 392.461 allows telecommunications companies, upon notice to the Missouri Public Service Commission ("Commission"), to elect to be exempt from the requirement that they offer retail services to residential or business end users only through tariff, and to withdraw such tariffs. However, the law requires them to publish generally available retail prices on a website.

CenturyLink Communications, LLC hereby gives the Commission notice of its election to be exempt from tariff filing requirements relating to, and of its intent to withdraw, the following tariffs:

CenturyLink Communications, LLC P.S.C. MO #2  
CenturyLink Communications, LLC P.S.C. MO #3  
CenturyLink Communications, LLC P.S.C. MO #5

CenturyLink respectfully requests that the Notice of Election and Withdrawal shall become effective October 1, 2014. CenturyLink will make available its rates, terms and conditions for the above referenced retail telecommunication services in catalogs located on its website at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs). Affected customers were advised at least thirty days in advance of CenturyLink's withdrawal of the above referenced tariffs and of the website at which the rate schedules are available.

If you have any questions regarding this filing, please call Sharon Alvarado at (303) 992-5836.

Respectfully submitted,



Lawanna German

Attachments

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Tariff Manager  
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CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JL-2015-0061

MO2014-010

JL-2015-0061

ADOPTION NOTICE

**CenturyLink Communications, LLC hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs originally filed with the Public Service Commission, State of Missouri, by CenturyTel Solutions, LLC d/b/a CenturyLink Solutions prior to April 1, 2014.**

---

Issued: April 23, 2014

Effective: May 5, 2014

Chantel Mosby  
Director - Tariffs  
Monroe, Louisiana

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JL-2015-0061  
MO14-01

FILED  
Missouri Public  
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LN-2014-0308, JC-2014-0419

ADOPTION NOTICE

CenturyTel Solutions, LLC d/b/a CenturyLink Solutions, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, notices or other instruments filed with the Public Service Commission, State of Missouri, under the name CenturyTel Solutions, LLC currently on file with and approved by the Commission.

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Issued: September 10, 2009

Effective: October 19, 2009

Chantel Mosby  
Director - Tariffs  
Monroe, Louisiana

CenturyLink Communications, LLC

P.S.C. MO No. 3 (T)

~~1st Revised Title Page 1~~ (T)

2nd Revised Title Page 1 Cancels Original Title Page 1  
Cancels 1st Revised Title Page 1

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CenturyLink Communications, LLC

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(D)

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO END USER COMMUNICATIONS

SERVICES WITHIN THE STATE OF MISSOURI

This tariff applies to the Competitive Basic Local Exchange, Nonswitched Local and Interexchange Telecommunications Services furnished by CenturyLink Communications, LLC.

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(D)

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Issued: April 23, 2014

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LN-2014-0308, JC-2014-0419

CENTURYLINK SOLUTIONS  
d/b/a CenturyLink Solutions (C)

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO END USER COMMUNICATIONS

SERVICES WITHIN THE STATE OF MISSOURI

This tariff applies to the Competitive Basic Local Exchange, Nonswitched Local and Interexchange Telecommunications Services furnished by CenturyLink Solutions ("Company"), resold and facilities-based, between one or more points in the State of Missouri as approved in Case No. LA-2004-0105.

Specifically, the Company is certified to provide telecommunications services described above in portions of Missouri that are currently served by AT&T Missouri (formerly SBC Missouri) and Embarq (formerly Sprint).

This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 100 CenturyTel Drive, Monroe, Louisiana 71203.

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Effective: October 19, 2009

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CENTURYTEL SOLUTIONS, LLC  
REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO END USER COMMUNICATIONS  
SERVICES WITHIN THE STATE OF MISSOURI

This tariff applies to the Competitive Basic Local Exchange, Nonswitched Local and Interexchange Telecommunications Services furnished by CenturyTel Solutions, LLC ("Company"), resold and facilities-based, between one or more points in the State of Missouri as approved in Case No. LA-2004-0105.

Specifically, the Company is certified to provide telecommunications services described above in portions of Missouri that are currently served by AT&T Missouri (formerly SBC Missouri) and Embarq (formerly Sprint).

This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 100 CenturyTel Drive, Monroe, Louisiana 71203.

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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**September 5, 2006**

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LIST OF WAIVERSStatutory and Regulatory Waivers

During the Certification process, CenturyTel Solutions, LLC requested and received waivers of certain Missouri PSC Rules and Statutes for the provision of basic local telecommunications services:

Commission Rules

4 CSR 240-3.550(5)(C)	Exchange Boundary Maps
4 CSR 240-10.020	Depreciation Fund Income
4 CSR 240-30.040	Uniform System of Accounts

Statutes

392.210.2	Uniform System of Accounts
392.240(1)	Just and Reasonable Rates
392.270	Valuation of Property (Ratemaking)
392.280	Depreciation Accounts
392.290	Issuance of Securities
392.300.2	Acquisition of Stock
392.310	Stock and Debt Issuance
392.320	Stock Dividend Payment
392.330	Issuance of Securities, Debts and Notes
392.340	Reorganization(s)

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EXPLANATION OF SYMBOLS

A revision of a Tariff Page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the Page, are used to signify:

- C - Change in Regulation
- D - Discontinued rate or regulation
- I - Increased rate
- M - Moved from another tariff location
- N - New rate or regulation
- R - Reduction in a rate or charge
- T - Changed in text but no change in rate or regulation

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EXPLANATION OF TERMS

## AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

## ALTERNATE ROUTING (“AR”)

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes for a period (night service).

## AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company’s customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

## ATTENDANT

An operator of a PBX console or telephone switchboard.

## AUTOMATIC LOCATION IDENTIFICATION (“ALI”)

The name and address associated with the calling party’s telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party’s (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

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EXPLANATION OF TERMS (Cont'd)

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")**

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**CALL INITIATION**

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

**CALL TERMINATION**

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**CENTRAL OFFICE**

An operating office of the Company where connections are made between telephone exchange lines.

**CENTRAL OFFICE LINE**

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**CHANNEL**

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

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EXPLANATION OF TERMS (Cont'd)

## COMMISSION

Missouri Public Service Commission.

## COMPANY

CenturyTel Solutions, LLC, unless otherwise clearly indicated from the context.

## CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

## CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

## DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

## DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

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EXPLANATION OF TERMS (Cont'd)

**DIRECT INWARD DIAL (“DID”)**

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

**DIRECT OUTWARD DIAL (“DOD”)**

A service attribute that allows individual station users to access and dial outside numbers directly.

**DUAL TONE MULTI-FREQUENCY (“DTMF”)**

The pulse type employed by tone dial station sets. (Touch tone)

**E911 SERVICE AREA**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**E911 CUSTOMER**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**EXCHANGE**

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**EXCHANGE ACCESS LINE**

A central office line furnished for direct or indirect access to the exchange system.

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EXPLANATION OF TERMS (Cont'd)

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

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EXPLANATION OF TERMS (Cont'd)

## HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 29, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "Guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

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EXPLANATION OF TERMS (Cont'd)

## ICB

Individual Case Basis

## INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

## INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

## LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

## LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

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EXPLANATION OF TERMS (Cont'd)

## LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

## LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

## LOCAL SERVICE

Telephone exchange service within a local calling area.

## LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

## LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

## MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

## MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

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EXPLANATION OF TERMS (Cont'd)**MULTILINE HUNT**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

**NOC**

Not Offered Currently

**ON-NET**

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

**PORT**

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

**PRIVATE BRANCH EXCHANGE SERVICE**

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**RATE CENTER**

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**REFERRAL PERIOD**

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

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EXPLANATION OF TERMS (Cont'd)

SELECTIVE ROUTING (“SR”)

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

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SECTION 1 - APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the service offerings, rates, terms and conditions applicable to facilities-based and resold telecommunications services provided by CenturyTel Solutions, LLC to Customer within the State of Missouri.

1.1.1 Service Territory

CenturyTel Solutions, LLC, will provide service within the State of Missouri within AT&T Missouri and Embarq (formerly Sprint) service areas, as listed in Section 12.

1.1.2 Availability

Service is available where facilities permit.

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**SECTION 2 - GENERAL RULES AND REGULATIONS****2.1 USE OF FACILITIES AND SERVICE****2.1.1 Obligation of the Company**

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Missouri.

- a. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- b. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.1 Obligation of the Company (Cont'd)**

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

**2.1.2 Limitations on Liability**

2.1.2.1 The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.2.2 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.2 Limitations on Liability (Cont'd)**

- 2.1.2.3 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- 2.1.2.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.1.2.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds 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 other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer 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 any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1. USE OF FACILITIES AND SERVICE (Cont'd)****2.1.2 Limitations on Liability (Cont'd)**

- 2.1.2.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- 2.1.2.7 The Company is not liable for any claims for loss or damages involving:
- (a) Breach in the privacy or security of communications transmitted over the Company's facilities;
  - (b) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
  - (c) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
  - (d) Any act or omission in connection with the provision of 911, E911 or similar services;
  - (e) Any non-completion of calls due to network busy conditions.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.1 USE OF FACILITIES AND SERVICE** (Cont'd)**2.1.2 Limitations on Liability** (Cont'd)

- 2.1.2.8 The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- (a) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.2 Limitations on Liability (Cont'd)****2.1.2.8 (Cont'd)**

- (b) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.
- (c) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.
- (d) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

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SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

2.1.2.9 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

2.1.2.10 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

2.1.2.11 The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties or merchantability or fitness for a particular use, except those expressly set forth herein.

**2.1.2.12 Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.**

(N)

(N)

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.2 Limitations on Liability (Cont'd)**

- 2.1.2.9 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.1.2.10 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.1.2.11 The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties or merchantability or fitness for a particular use, except those expressly set forth herein.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.3 Use of Service**

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

**2.1.4 Use and Ownership of Equipment**

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

**2.1.5 Directory Errors**

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.5 Directory Errors (Cont'd)**

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

1. **Free Listings:** For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex-type attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
2. **Charge Listings:** For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
3. **Operator Records:** For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex-type attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.5 Directory Errors (Cont'd)**

4. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
5. Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
6. Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

**2.1.6 Blocking of Service**

The Company's facilities can not be used to originate calls to other telephone company or Information Provider caller-paid information services.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.2 MINIMUM PERIOD OF SERVICE**

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.3 PAYMENT FOR SERVICES RENDERED****2.3.1 Responsibility for All Charges**

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

**2.3.2 Deposits**

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)****2.3.2 Deposits (Cont'd)****a. Interest on Deposits**

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

**b. Inadequate Deposit**

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

**c. Return of Deposit**

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)****2.3.3 Payment of Charges**

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)****2.3.4 Return Check Charge**

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$25.00.

**2.3.5 Late Payment Charges**

- a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Late payment charges do not apply to government agencies of the State of Missouri. These agencies are required to make payment in accordance with applicable state law.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)****2.3.6 Customer Overpayments**

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

**2.4 INSTALLATION SERVICE**

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.5 ACCESS TO CUSTOMER'S PREMISES**

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

**2.6 TELEPHONE SURCHARGES/TAXES****2.6.1 General**

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.7 SUSPENSION OR TERMINATION OF SERVICE****2.7.1 Suspension or Termination for Nonpayment**

In the event that any bill rendered or any deposit required is not paid within 21 days from rendition of the bill, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection. Basic local service may not be discontinued for failure to pay charges other than basic local telephone service.

- a. Termination shall not be made until at least 10 days after written notification has been mailed to the billing address of the customer.
- b. Suspension will not be made until at least 10 days after written notification has been mailed to the customer.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.7 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)****2.7.2 Exceptions to Suspension and Termination**

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Commission's Rules and Regulations.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- d. Non-payment of back-billed amounts as outlined in 2.9.12.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.7 SUSPENSION OR TERMINATION OF SERVICE** (Cont'd)**2.7.3 Verification of Nonpayment**

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. The Company has verified, in a manner approved by the Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.7 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)****2.7.4 Termination For Cause Other Than Nonpayment****a. General**

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.9.7 regarding Deferred Payment Agreements.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.7 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)****2.7.4 Termination For Cause Other Than Nonpayment (Cont'd)****b. Prohibited, Unlawful or Improper Use of the Facilities or Service**

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.7 SUSPENSION OR TERMINATION OF SERVICE** (Cont'd)**2.7.4 Termination For Cause Other Than Nonpayment** (Cont'd)**c. Abandonment or Unauthorized Use of Facilities**

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
  - a) No charge shall apply for the period during which service had been terminated, and
  - b) Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.7 SUSPENSION OR TERMINATION OF SERVICE** (Cont'd)**2.7.4 Termination For Cause Other Than Nonpayment** (Cont'd)**d. Change in the Company's Ability to Secure Access**

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

**2.7.5 Emergency Termination of Service**

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.8 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS****2.8.1 Application of Rates**

- a. Business rates as described in this Tariff apply to service furnished:
  1. In office buildings, stores, factories and all other places of a business nature;
  2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  3. At any location when the listing or public advertising indicates a business or a profession;
  4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
  5. At any location where the customer resells or shares exchange service;
- b. Public Access Line service is classified as business service regardless of the location.
- c. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.8 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)****2.8.2 Telephone Number Changes**

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 13 of this Tariff.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

**2.8.3 Deposits**

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

**2.8.4 Dishonored Checks**

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service. The applicable Returned Check Charge is applied.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS****2.9.1 Application of Rates**

Residential rates as described in this Tariff apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

**2.9.2 Telephone Number Changes**

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 13 of this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.3 Deposits****a. General**

Except as provided in (b) following, the Company may require a deposit, as described in Section 2.3.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six-month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of the Company within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.3 Deposits (Cont'd)****b. Customers Exempt from Deposits**

1. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
2. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.3 Deposits (Cont'd)****c. Recent Payment History**

A customer who has a recent payment history (within the preceding twelve months) with the Company is entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.9.7 below.)

A new deposit from a residential customer is reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

**2.9.4 Installment Billing for Nonrecurring Charges**

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.4 Installment Billing for Nonrecurring Charges (Cont'd)**

Installment billing is subject to the following restrictions:

- a. Installment billing may be used only by residential customers;
- b. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- d. More than one installment plan may be in effect for the same customer at the same time;
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- f. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- g. Installment billing payments will continue even when an account is temporarily suspended;
- h. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.5 Adjusted Payment Schedule**

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

**2.9.6 Suspension or Termination for Nonpayment**

- a. Suspension/termination notices may not be issued until at least 21 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- b. After issuing the written notification 10 days in advance in accordance with the terms of this Tariff, at least twenty-four (24) hours preceding a discontinuance of basic local telecommunications service, one attempt shall be made during non-working hours to contact the residential customer by telephone, a door hanger, or email before the scheduled date of suspension/termination.
- c. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- d. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS** (Cont'd)**2.9.7 Deferred Payment Agreements**

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension / termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than ten days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be postponed for 21 days from such eligibility criteria.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.8 Dishonored Checks**

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

**2.9.9 Suspension or Termination - Abandonment**

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer ten days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location. The Company will make reasonable efforts to contact the customer at least 24 hours preceding a discontinuance of basic local service and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice in addition to the 10 day advance notice, a door hanger, an email, or at least one telephone call attempt to reach the customer.

**2.9.10 Suspension or Termination - Medical Emergencies**

In the event of a medical emergency, an additional 21 days will be allowed for a residential customer before suspension or termination. A medical certificate must be supplied. The medical emergency status may be extended beyond 21 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)****2.9.11 Suspension or Termination - Elderly, Blind or Disabled**

An additional 21 days will be allowed before suspension or termination may occur when:

- a. the customer is known to or identified to the Company as being blind or disabled;
- b. the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 21 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

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SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)

## 2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)****2.10.1 Credit for Interruptions**

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - i. If interruption continues for less than 24 hours:
    - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)****2.10.1 Credit for Interruptions (Cont'd)****c. (Cont'd)****ii. if interruption continues for more than 24 hours:**

- a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
- b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

**d. Credit to Customer**

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)****2.10.1 Credit for Interruptions (Cont'd)****e. "Interruption" Defined**

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of measured rate service will not affect the subscriber's local call allowance during a given billing period.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE** (Cont'd)**2.10.2 Limitations on Credit Allowances**

No credit allowance will be made for:

- a. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- b. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- e. interruptions of service due to circumstances or causes beyond the control of the Company.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.11 AUTOMATIC NUMBER IDENTIFICATION****2.11.1 Regulations**

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- a. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- b. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- c. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

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**SECTION 2 - GENERAL RULES AND REGULATIONS** (Cont'd)**2.11 AUTOMATIC NUMBER IDENTIFICATION** (Cont'd)**2.11.1 Regulations** (Cont'd)

- d. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- e. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

**2.11.2 Terms and Conditions**

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

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**SECTION 3 - CONNECTION CHARGES****3.1 CONNECTION CHARGE****3.1.1 General**

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoration of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

The connection Charge is comprised of two charges:

- a. Service Order;
- b. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- a. A Service Order charge applies per customer order for all work or service ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- b. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service charge. Only one charge applies per customer order.

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**SECTION 3 - CONNECTION CHARGES (Cont'd)****3.1 CONNECTION CHARGE (Cont'd)****3.1.2 Exceptions to the Charge**

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion.

**3.2 RESTORAL CHARGE**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

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**SECTION 3 - CONNECTION CHARGES (Cont'd)****3.3 MOVES, ADDS AND CHANGES**

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a vertical service to existing equipment and/or service at one location.

**Change:** Change - including rearrangement or reclassification - of existing service at the same location.

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**SECTION 3 - CONNECTION CHARGES (Cont'd)****3.4 RECORD ORDER CHARGE**

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- a. addition of directory listings
- b. change in listed name
- c. change of address
- d. change of billing party
- e. change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

**3.5 CHARGES ASSOCIATED WITH PREMISES VISIT****3.5.1 Terms and Conditions**

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

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**SECTION 3 - CONNECTION CHARGES (Cont'd)****3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)****3.5.1 Terms and Conditions (Cont'd)**

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residential and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

**3.5.2 Trouble Isolation Charge**

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

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**SECTION 3 - CONNECTION CHARGES (Cont'd)****3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)****3.5.3 Inside Wire Maintenance and Installation**

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

**a. Inside Wire Installation Charge**

Charge to be billed will be based on the actual time and materials charges incurred when a customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

**b. Inside Wire Maintenance Charge**

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed will be based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

**3.6 PRIMARY INTEREXCHANGE CARRIER (PIC) CHANGE CHARGE**

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

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**SECTION 4 - PAY TELEPHONE SERVICE****4.1 GENERAL**

4.1.1 Pay Telephone Line exchange service is one-party exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.

4.1.2 Pay Telephone Line Service:

- a. Is available in all exchanges of the Company; foreign exchange service is not available to these lines.
- b. Provides for one listing in the white pages and one listing in the yellow pages of the Telephone Company directory for each Pay Telephone Line furnished. However, Non-published Number Service or Non-Listed Number Service at no charge are also available to Pay Telephone Line customers.
- c. Only one coin-operated or coinless public access telephone unit may be connected to each Pay Telephone Line.
- d. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls, and non-sent paid calls.
- e. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Missouri Public Service Commission.
- f. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.

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**SECTION 4 - PAY TELEPHONE SERVICE (Cont'd)****4.1 GENERAL (Cont'd)****4.1.2 Pay Telephone Line Service: (Cont'd)**

- g. Temporary suspension of service (vacation service) is not available for Pay Telephone Line Service.
- h. Pay telephones connected to a Pay Telephone Line must be registered in compliance with Part 68 of the FCC's Rules and Regulations.
- i. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to the operator.
- j. Failure of the subscriber to comply with the provisions of this Tariff may result in the suspension or disconnection of the subscriber's service.

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**SECTION 4 - PAY TELEPHONE SERVICE (Cont'd)****4.2 REGULATIONS**

- 4.2.1 Pay Telephone Line Service is provided at the corresponding exchange's one-party business line rate as contained in the Telephone Company's corresponding Tariff on file with the Commission.
- 4.2.2 Where measured service is available in a given exchange, the business measured service rates apply to Pay Telephone Line Service.
- 4.2.3 Line Connection charges listed in Section 13 of this Tariff apply to Pay Telephone Line Service.
- 4.2.4 Directory assistance charges of \$0.50 per call apply to Pay Telephone Access Lines.
- 4.2.5 Pay Telephone Line Service customers will not be charged for non-published or non-listed telephone numbers. However, a non-recurring charge applies for each change of telephone number required to establish a non-published or non-listed number.
- 4.2.6 All subscribers to Pay Telephone Service shall have the right to select their presubscribed intraLATA toll provider at such time that intraLATA presubscription is available in the Company's service territory.

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**SECTION 4 - PAY TELEPHONE SERVICE (Cont'd)****4.3 AVAILABLE FEATURES FOR PAY TELEPHONE SERVICE**

- 4.3.1 Optional call screening/blocking/coin supervision functions, as listed below, are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.
- a. Inbound Call Operator Screening – Automatically screens and blocks incoming third-number billed or collect calls or both, so that callers cannot charge these calls to the customer's line.
  - b. Outbound Call Operator Screening – Helps prevent unauthorized charges on outgoing calls, just as Inbound Call Operator Screening does for incoming calls.
  - c. 900/976 Block – Prevents call to fee for information services.
  - d. International Call Block – Restricts direct-dialed 011+ and 10-10XXX+011+International calls but allows operator assisted International calls, which are dialed using 01+ and 10-10XXX+01.
  - e. Answer Supervision – Billing immediately begins when the called party answers the phone, thus assuring the price of calls will be accurate.
  - f. 1+ Block – Restricts direct-dialed 1+ domestic or 011+ International call, but allows local calls, toll-free and alternate billed long distance calls.
  - g. Block on Phone Smart Features – Prevents the automatic connection of directory assistance calls that will be charged to customer line.
  - h. PIC Freeze – Eliminates the possibility of unauthorized changes to the payphone provider's primary intra/interLATA carrier (PIC). No intra/interLATA carrier can manually or electronically change a restricted PIC. This feature is automatically included.
  - i. NXX Blocking – Certain NXXs may be blocked at the customer's request.
  - j. Coin Supervision Additive - provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals from the pay telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends a signal to the pay telephone equipment to collect the appropriate coins when calls are completed, or return coins when calls are not completed.

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## SECTION 5 - SUPPLEMENTAL SERVICES

### 5.1 CUSTOM CALLING SERVICE

#### 5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

#### 5.1.2 Description of Features

##### a. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

##### b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.1 CUSTOM CALLING SERVICE (Cont'd)

## 5.1.2 Description of Features (Cont'd)

## b. Call Forwarding (Cont'd)

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

## c. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

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**SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)****5.1 CUSTOM CALLING SERVICE (Cont'd)****5.1.2 Description of Features (Cont'd)****d. Distinctive Ringing**

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

**e. Multiline Hunting**

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group. Circular and uniform hunting can also be selected.

Hunt group charges apply to sequential, circular and uniform hunting and queuing with announcement per queue slot.

**f. Speed Calling**

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

**5.1.3 Rates and Charges****a. Monthly Rates**

Rates for this service are located in Section 13.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.1 CUSTOM CALLING SERVICE (Cont'd)

## 5.1.3. Rates and Charges (Cont'd)

## b. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 13 of this tariff.

## c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.5, Service and Promotional Trials, below.

## 5.2 PREPAID DEBIT CARD SERVICES

5.2.1 Prepaid debit card service is a prepaid long distance calling card service, under which Customers purchase cards in predetermined amounts for long distance usage. Customers access the service by dialing a Company specified access code. As a Customer accesses the service, usage rates and taxes are automatically deducted from the remaining card balance. Customers are notified with a usage remaining message each time a call is placed. Customers will also receive a remainder message when the balance of the card reaches one (1) minute of usage. Calls in progress will be terminated if the balance on the Pre-paid card is insufficient to cover the charges associated with the call. When the card balance reaches zero, the user must purchase another card or have the card recharged pursuant to instructions the Company provides to users purchasing the cards. Calls are billed in initial and additional one (1) minute increments, with any fractional portion of call rounded up to the next highest billing increment.

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**SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)****5.2 PREPAID DEBIT CARD SERVICES (Cont'd)**

- 5.2.2 The value of the telephone service assigned to the prepaid calling card will be clearly and prominently printed on the card or individual enclosure containing the card, in dollar, minute, or unit amounts. At the time of sale, prepaid calling card customers will have information which allows the Customer to know or compute the price per minute of intrastate calls for the prepaid card (i.e., either the price per minute or the price of the card and the number of minutes provided on the card).
- 5.2.3 The name of the Company will be clearly printed on the prepaid calling card.
- 5.2.4 If a prepaid card expires on a certain date, that date will be clearly and prominently indicated on the card or on the individual enclosure containing the card. If the card expires within a specified time after activation or after first use, or after last use, such terms of expiration will be clearly indicated. If an expiration date is not disclosed, the card will be considered active as long as time remains on the card.
- 5.2.5 Each card will include a toll free customer service number. The toll free number will be manned by a live operator for 8 hours a day, 5 days a week, Customer complaints will be responded to within 24 hours of the Company receiving the complaint.
- 5.2.6 A prepaid calling card will have a clearly defined procedure for refunding the Customer's money or reissuing a new prepaid card should a prepaid card become unusable. The refund will be equal to the value remaining on the customer's card. This information is available from the Company either through its toll free 1-800 customer service number or is printed on the card. The Company will not be required to provide a refund when a card has been lost or stolen.
- 5.2.7 Customers will only be charged for calls when completed. Customers will not be charged for ring time and uncompleted calls. Billing for a call will end either when the calling or called party hangs up.
- 5.2.8 If a card is a sample (a sample card is one with no time allocated to it) or other non-functioning card, there will be clear information either on the card or the individual enclosure containing the card that indicates that the card is a sample with no time assigned to it.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 PREPAID DEBIT CARD SERVICES (Cont'd)

- 5.2.9 Each card will have clearly printed dialing instructions for the use of the card.
- 5.2.10 Customers will be provided with, upon request, up to date, time, dollar, or unit amounts remaining on their prepaid calling cards at no additional cost. Service rates of the cards will remain uniform or in no instance increase during the life of initial value of the card and prior to recharge. Service rates at the time of recharge may differ from the rates in effect during the initial value of the card, but will not increase during any specific recharge period. The recharge rate will be disclosed to the customer at the time of purchase.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.3 CLASS SERVICES

## 5.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

## 5.3.2 Description of Features

## a. Call ID / Block Call ID

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call-- including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

## b. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call for the customer.

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.3 CLASS SERVICES (Cont'd)

## 5.3.2 Description of Features (Cont'd)

## b. Automatic Callback (Cont'd)

The following types of calls cannot be Automatically Called back:

- Calls to toll-free Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

## c. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

## d. Call Trace

Call Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

## e. Selective Call Acceptance, Forwarding, Rejection

Selective Calling affords the customer the ability to specify which of several phones on a line is to receive a message.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.3 CLASS SERVICES (Cont'd)

## 5.3.3 Rates and Charges

## a. Monthly Rates

Rates for this service are located in the Rate Schedules for Residential Network Switched Service, Business Network Switched Service.

## b. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 13 of this Tariff.

## c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.5, Service and Promotional Trials, below.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE

## 5.4.1 General

The features in this section are made available on an individual case basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

## 5.4.2 Description of Features

## a. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

## b. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE (Cont'd)

## 5.4.2 Description of Features (Cont'd)

## c. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

## d. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

## e. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

## f. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The pattern is based on whether the call is from within the station group, external to the station group, forwarded from the attendant position, or from a station within the Call Waiting feature.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE (Cont'd)

## 5.4.2 Description of Features (Cont'd)

## g. Distinctive Ringing / Call Waiting Tone (Centrex-type only)

This feature applies a distinctive ringing or call waiting tone that enables a user to determine the source of an incoming call. The pattern is based on whether the call is from within the station group, external to the station group, forwarded or extended from the attendant position, or from a station within the Call Waiting feature.

## h. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

## i. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

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**SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)****5.4 CENTREX-TYPE SERVICE (Cont'd)****5.4.2 Description of Features (Cont'd)****j. Speed Calling (Centrex-type only)**

This feature allows a user to dial selected numbers using one and two digits. Up to eight telephone numbers may be selected.

**k. Terminal Group and Station Restriction (Centrex-type only)**

This feature defines a station's network access capability, either individually within a Centrex-type group, or for the group as a whole. It defines the Centrex-type group and what level of access a station will have; i.e. intragroup only, toll restriction, etc.

**l. Series Completion**

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

**m. Uniform Call Distribution (Uniform Hunting) (Centrex-type only)**

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE (Cont'd)

## 5.4.2 Description of Features (Cont'd)

## n. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

## o. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex-type group or for the group as a whole. It defines the Centrex-type group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

## p. Uniform Call Distribution (Uniform Hunting)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

## q. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE (Cont'd)

## 5.4.2 Description of Features (Cont'd)

## q. Call Forwarding (Cont'd)

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

## r. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.4 CENTREX-TYPE SERVICE (Cont'd)

## 5.4.3 Rates and Charges

## a. Monthly Rates

Rates for this service are located in Section 13 in the rate schedules for Residential Network Switched Service and Business Network Switched Service.

## b. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 13 of this tariff.

## c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex-type feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.5, Service and Promotional Trials.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.5 SERVICE AND PROMOTIONAL TRIALS

## 5.5.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

## 5.5.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.5 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

## 5.5.2 Regulations (Cont'd)

- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

## 5.6 BUSY VERIFICATION AND INTERRUPT SERVICE

## 5.6.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

## 5.6.2 Rate Application

- a. A Verification Charge will apply when:
  - 1. The operator verifies that the line is busy with a call in progress,  
or
  - 2. The operator verifies that the line is available for incoming calls.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.6 BUSY VERIFICATION AND INTERRUPT SERVICE (Cont'd)

## 5.6.2 Rate Application (Cont'd)

- b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

See Rate Schedule in Section 13 of this tariff.

- c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

## 5.7 TRAP CIRCUIT SERVICE

## 5.7.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.7 TRAP CIRCUIT SERVICE (Cont'd)

## 5.7.2 Regulations

- a. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- b. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- c. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- d. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

## 5.7.3 Rates

Upon request for this service, the monthly charge to the customer will be increased by any charges incurred by the Company for the provision of this service.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.8 DIRECTORY ASSISTANCE SERVICE

## 5.8.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

## 5.8.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from pay telephones.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.8 DIRECTORY ASSISTANCE SERVICE (Cont'd)

## 5.8.2 Regulations (Cont'd)

- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in the Explanation of Terms. The allowance found in Section 9.3-9.4 of this Tariff, up to a maximum of 50 requests per month will apply.
- e. Requests from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the State of Missouri and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled. Such hospitals, skilled nursing homes and convalescent homes shall provide to Company proof of non-profit status as granted by the IRS.

## 5.8.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

See Rate Schedule in Section 13 of this tariff.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.9 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

See Rate Schedule in Section 13 of this tariff.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.10 STAND ALONE VOICE MAIL SERVICE

## 5.10.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable section of this tariff pertaining to the associated line-based service.

## 5.10.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 13 of this tariff.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.11 BLOCKING SERVICE

## 5.11.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.  
  
Toll Restriction will not block the following types of calls: 911 (Emergency), toll-free, and operator assisted toll calls.
- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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**SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)****5.11 BLOCKING SERVICE (Cont'd)****5.11.2 Regulations**

- a. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- b. Blocking Service is available where equipment and facilities permit.

**5.11.3 Rates and Charges**

See Rate Schedule in Section 13 of this tariff.

**5.12 CUSTOMIZED NUMBER SERVICE****5.12.1 General**

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. The Company reserves and retains the right:
  1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.12 CUSTOMIZED NUMBER SERVICE (Cont'd)

## 5.12.1 General (Cont'd)

- e. The Company reserves and retains the right: (Cont'd)
  - 4. The limitation of liability provisions of this tariff in Section 2.1.2 are applicable to Customized Number Service.

## 5.12.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
  - 1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  - 2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

See Rate Schedule in Section 13 of this tariff.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.13 CUSTOMER REQUESTED SERVICE SUSPENSION

## 5.13.1 General

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

## 5.13.2 Rate Adjustment

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month	½ Regular Monthly Rate (up to the one-year limit)

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.14 REMOTE CALL FORWARDING SERVICE

Service Area: Where facilities are available, the service area is defined by the NPA-NXX Codes and Exchanges listed below.

Local Calling Area: Exchanges and zones included in the local calling area for the NXX designations are specified below. NXXs associated with each particular exchange or zone may be found in the directory listings directory published by the incumbent local exchange carrier in the Customer's exchange area.

## 5.14.1 General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and Electronic Central Office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to an inward WATS (toll-free Service) access line.

## 5.14.2 Regulations

- a. Remote Call Forwarding service is offered in Electronic offices where facilities permit.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

## 5.14.2 Regulations (Cont'd)

- e. Transmission may not be satisfactory on all calls.
- f. Remote Call Forwarding is not represented as suitable for the transmission of data.
- g. [Reserved]
- h. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.
- i. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection Charge.
- j. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- k. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

## 5.14.3 Rates

In addition to the rates specified in Section 13 of this tariff, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

## 5.15 CALLING CARD SERVICES

Calling Card Service can be used from anywhere in the United States and may terminate in over 200 countries in the world. Calls are originated by dialing 0 + area code and telephone number. The rates are found as specified in Section 13 of this tariff.

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**SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES****6.1 GENERAL**

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- a. place and receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10-10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

## 6.2 SERVICE DESCRIPTIONS AND RATES

The following Residential Network Switched Service Options are offered:

Residential Measured Rate Service  
Residential Flat Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

Three Way Conference, Consultation, Transfer  
Call Forward Busy  
Call Forward Don't Answer  
Call Forward Variable  
Call Waiting, Terminating, and Originating  
Cancel Call Waiting  
Distinctive Ringing  
Speed Calling (One/Two Digit)

The following Supplemental Service features are offered to Residential Network Switched Service Subscribers:

Remote Call Forwarding

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

## 6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

The following features are available with Residential Line Service at an additional charge:

HUNT GROUP CHARGES

Sequential Hunting  
Circular Hunting  
Uniform Hunting  
Queuing With Announcement  
Per Queue Set

HUNT LINE CHARGES

Sequential Hunting  
Circular Hunting  
Uniform Hunting

The following CLASS features are offered to Residential Network Switched Service Subscribers:

Call ID  
Block Call ID  
Automatic Call Back  
Automatic Recall  
Call Trace  
Selective Call Acceptance, Forwarding, Rejection

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Measured charges apply to Measured Rated Service, in addition to other rate elements described above.

The following Advanced Features are available at an additional charge:

1) Voice messaging; and 2) 6-Way Conference per line.

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**SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)****6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.2.1 Measured Rate Service****a. Description**

Measured Rate Service provides calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 12.

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

## 6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 6.2.1 Measured Rate Service (Cont'd)

## b. Local Measured Service Time Periods:

3. Suburban Exchange Area  
Dial Station-To-Station Calls - Metro Call Bands B-F (Cont'd)

Day Rate: applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m. to 5:00 p.m.\*

Evening Rate: applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m. to 10:00 p.m.\*

Night and Weekend: applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m. to 8:00 a.m., and all day Saturday and Sunday.\*

\* The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.

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**SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)****6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.2.1 Measured Rate Service (Cont'd)****c. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI)****1. Description**

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces.

- a) The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBSs and host computers.

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**SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)****6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.2.2 Flat Rate Service****a. Description**

Flat Rate Service provides the customer with an unlimited number of outgoing calls within a specified local calling area. Local calling areas are as specified in Section 12.

Each Flat Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

## 6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 6.2.2 Flat Rate Service (Cont'd)

## b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge.

See Rate Schedule in Section 13 of this Tariff.

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES****7.1 GENERAL**

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- a. receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10-10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES**

The following Business Access Service Options are offered:

- Basic Business Line Service
- Public Access Lines Service
- PBX Trunks
- Centrex-type Service

Basic Business Line Service, PBX trunks, and Centrex-type service are offered with measured rate local service.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following features as described in Section 5 are available with Business Line Service for an additional charge:

- Three Way Conference, Consultation
- Call Forwarding (Variable, Busy Line, Don't Answer)
- Call Hold
- Call Waiting/Cancel Call Waiting
- Speed Calling One Digit
- Speed Calling Two Digit

The following supplemental service features are offered to business network switched service subscribers for an additional charge:

- Remote Call Forwarding

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

The following features are available with Business Line Service at an additional charge.

HUNT GROUP CHANGES

Sequential Hunting  
Circular Hunting  
Uniform Hunting  
Queuing With Announcement  
Per Queue Set

HUNTING LINE CHANGES

Sequential Hunting  
Circular Hunting  
Uniform Hunting

The following CLASS features are offered to business network switched service subscribers at an additional charge:

Call ID  
Auto Call Back  
Auto Redial  
Call Trace  
Selective Acceptance, Forwarding, Rejection

## 7.2.1 Basic Business Line Service

## a. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

The following Advanced Features are available at an additional charge:

1) Voice Messaging; and 2) 6-Way Conference per line.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.1 Basic Business Line Service (Cont'd)

## a. General (Cont'd)

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multi frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

## b. Measured Rate Basic Business Line Service

## 1. Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 12.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.1 Basic Business Line Service (Cont'd)

## b. Measured Rate Basic Business Line Service (Cont'd)

## 2. Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.1 Basic Business Line Service (Cont'd)****c. Flat Rate Basic Business Line Service****1. Description**

With the Flat Rate Basic Business Line Service, the customer pays a monthly rate for an unlimited number of outgoing calls with a specified local calling area. Local calling areas are as specified in Section 12.

**2. Recurring and Nonrecurring Charges**

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangement provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.1 Basic Business Line Service (Cont'd)

## d. Message Rate Basic Business Line Service

## 1. Description

Calls to points within the local exchange area are charged on a per call basis of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 12.

## 2. Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangement provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.2 Public Access Line Service**

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge found in Section 13 or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

**7.2.3 PBX Trunk Service****a. General**

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

## b. Measured Rate Digital PBX Trunks

## (1) Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

## (2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Local calling areas are as specified in Section 12. Service to customers may require the use of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

## c. Measured Rate Analog PBX Trunks

## (1) Recurring and Nonrecurring Charges

Terminal Numbers:

1-20 lines in terminal group

100 lines in terminal group

## (2) Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

## d. DS1 PBX Trunk Service

## (1) Description

DS1 PBX Trunk Service provides a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each DS1 PBX Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

## d. DS1 PBX Trunk Service (Cont'd)

## (2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 13 of this tariff, service order charges apply as described in Section 3 of this tariff. Charges for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

- e. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Basic Rate Interface (ISDN-BRI) (Cont'd)

(1) Description (Cont'd)

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

- a. The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS(R) switch. This path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

(i) Features

Call-by-Call Service - Provides the ability for the Dedicated B-channel(s) to be configured to access multiple tariffed services on a per-call basis. The customer premises equipment signals the local central office as to what type of services to access for each call.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.3 PBX Trunk Service (Cont'd)

- e. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)/Basic Rate Interface (ISDN-BRI) (Cont'd)

## (1) Description (Cont'd)

- b. The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

## 7.2.4 Centrex-type Service

- a. Description

Centrex-type Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex-type Service enables the customer to originate and receive local calls within its system at no additional charge. Local measured usage charges apply to all other local calls. Local calling areas are as specified in Section 12.

Centrex-type Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex-type Station Line has the following characteristics:

Terminal Interface:	2 or 4 Wire as required for the provision of service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.4 Centrex-type Service (Cont'd)****b. Features**

The Centrex-type customer is provided with standard features as part of the Centrex-type line and can purchase optional features at an additional charge.

The following Centrex-type features are available to the customer of Centrex-type Service and are included in the Centrex-type line charge:

**STANDARD FEATURES**

Three-Way Conference, Consultation, Transfer  
Call Forwarding Variable  
Call Forwarding Busy Line  
Call Forwarding Don't Answer  
Permanent Hold  
Call Hold  
Call Park  
Call Pick-up  
Call Waiting Terminating  
Call Waiting Originating  
Speed Calling One Digit  
Speed Calling Two Digit

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

## 7.2.4 Centrex-type Service (Cont'd)

## b. Features (Cont'd)

The following Centrex-type features are available to the customer of Centrex-type Service at an additional charge:

OPTIONAL FEATURES**Hunt Group Charge**

Sequential Hunting  
Circular Hunting  
Uniform Hunting

**Hunting Line Charge**

Sequential Hunting  
Circular Hunting  
Uniform Hunting

**Advance Features Line Charge**

Voice Messaging  
6 Way Conference Per Arrangement

**CLASS Features Line Charge**

Call ID  
Block Call ID  
Auto Callback  
Call Trace  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Rejection

**CLASS Features Usage Charge**

Call ID  
Block Call ID  
Auto Callback  
Auto Recall  
Call Trace Per Activation  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Rejection

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.4 Centrex-type Service (Cont'd)****c. Recurring and Nonrecurring Charges**

In addition to the nonrecurring charges listed in Section 13 of this tariff, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

**d. Digital Centrex-Type Service**

Digital Centrex-type is a telephone service provided through the public switched telephone network (PSTN) via ISDN basic rate interface (BRI) lines. BRI provides a capability of up to three digital channels, two bearer (B) channels and 64 Kbps, and one data (D) channel at 16 Kbps. BRI is also commonly known as 2B+D. The B channels are capable of carrying voice, data, image, or video transmissions. The D Channel is used for out-of-band signaling or data transmission. Digital Centrex-type Service is provided via the central office (CO) of the local Telephone Company. An Individualized dialing plan (IDP) is offered with digital Centrex-type service that incurs a common equipment charge. An IDP allows for four-digit dialing between Centrex-type stations defined within the same IDP group. Default features are provided through Digital Centrex-type service to the customer such as transfer and 3-way conference calling. Enhanced features are also available for an additional charge. These features are charged on a per feature basis. Digital Centrex-type service provides telephone system capabilities through the CO, eliminating the need for customer premise switching equipment.

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**SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.5 Term Liability/Termination Charges**

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

**7.2.6 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI)**

Integrated Services Digital Network (ISDN) is an international standard for dial-up digital transmission over a public telephone network. Its stated purpose is to deliver more bandwidth to the end user than analog by moving the signaling out of band and delivering a host of new services to users. The BRI, also known as 2B+D, consists of two bearer and one data channel. Each bearer channel represents a 64kbps channel and each data channel represents a 16 kbps signaling and control data stream. The B channels carry voice, data, image or videos. The D channel corrects any errors that may occur in the transmission, and makes it possible to carry on a conversation and work on the internet at the same time on the same line. Personal modems and fax machines use ISDN-BRI lines. This service is delivered over a T1 circuit and requires a T1 board.

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**SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES****8.1 GENERAL****8.1.1 Description**

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

**8.1.2 Classes of Calls**

Service is offered as two classes: station to station calling and person to person calling.

- a. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

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**SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)****8.2 TIME PERIODS DEFINED**

- 8.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 8.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 8.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 8.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 8.2.5 Calls originating in one time period as defined in Section 8.3 and terminating in another will be billed the rates in effect at the beginning of each minute.
- 8.2.6 All times refer to local time.

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**SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)****8.3 REGULATIONS AND COMPUTATION OF MILEAGE**

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

**8.3.1 Originating Rate Center**

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

**8.3.2 Terminating Rate Center**

The terminating point for all calls shall be the location of the local rate center associated with the called number.

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SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

## 8.3 REGULATIONS AND COMPUTATION OF MILEAGE (Cont'd)

## 8.3.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.

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SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

## 8.3 REGULATIONS AND COMPUTATION OF MILEAGE (Cont'd)

## 8.3.3 Calculation of Mileage (Cont'd)

- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:\

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

## 8.4 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 8.2 above, time of day rate period of the call as described in Section 8.3 and the airline mileage between points of the call as described in Section 8.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

## 8.4.1 Usage Charges:

- a. Business Two-Point Message Toll Service

See Rate Schedule in Section 13 of this tariff.

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SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

8.4 CALL CHARGES (Cont'd)

8.4.1 Usage Charges: (Cont'd)

b. Residence Two-Point Message Toll Service

See Rate Schedule in Section 13 of this tariff.

8.4.2 Per Call Service Charges

The service charges listed in the Rate Schedule specified in Section 13 of this tariff apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS****9.1 LIFELINE TELEPHONE SERVICE****9.1.1 Basic Lifeline Service**

This low price individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Primary area and home region calls are untimed. Extended area calls (where available) are timed.

**9.1.2 Eligibility**

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs:

- Aid to Families with Dependent Children (AFDC)
- Food Stamps
- Home Energy Assistance Program (HEAP)
- Home Relief
- Medicaid
- Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the appropriate state agencies and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted Lifeline rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.1 LIFELINE TELEPHONE SERVICE (Cont'd)****9.1.2 Eligibility (Cont'd)**

Lifeline services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Lifeline discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

**9.1.3 Charges**

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 9.2, following.

Service connection charges do not apply to change existing service from:

- a. Message Rate Service to Basic Lifeline service;
- b. Basic Lifeline service to Message Rate Service.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.2 LINK UP AMERICA**

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- a. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in 9.1.2, above;
- b. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- c. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

**9.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER**

9.3.1 The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

9.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Missouri.

9.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

9.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER**

9.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

**9.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER****9.4.1 General**

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local message rate service.

**9.4.2 Certification**

Acceptable certifications are:

1. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Missouri, or
2. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)****9.4.3 Qualification**

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 9.4.2 above for a listing of the necessary qualifications.

**9.4.4 Billing**

The reduction in charges is applied only at one location, designated by the impaired person.

**9.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****9.5.1 General**

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****9.5.2 Regulations**

- a. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- c. 911 service is furnished for incoming calls only.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****9.5.3 Conditions of Furnishing Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, 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 or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****9.6.1 General**

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

**9.6.2 Regulations**

- a. In addition to the following, the regulations in Section 9.5.2 apply.
- b. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- c. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)****9.6.2 Regulations (Cont'd)**

- d. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- e. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)****9.6.3 Conditions of Furnishing Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, 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 or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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**SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****9.7 MISSOURI RELAY SERVICE****9.7.1 General**

The Company concurs with the procedures established within and by the State of Missouri in so far as those procedures govern the provision of Telecommunications Relay Service.

**9.7.2 Liability**

The Telecommunications Relay Service (TRS) entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands, and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of TRS service, except for willful or wanton misconduct.

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SECTION 9 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

RESERVED FOR FUTURE USE

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**SECTION 10 - SPECIAL ARRANGEMENTS****10.1 SPECIAL CONSTRUCTION****10.1.1 Basis for Charges**

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a., b., and c.

**10.1.2 Basis for Cost Computation**

The costs referred to in Section 10.1.1 preceding may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - (1) equipment and materials provided or used;
  - (2) engineering, labor, and supervision;
  - (3) transportation; and
  - (4) rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

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SECTION 10 - SPECIAL ARRANGEMENTS (Cont'd)

## 10.1 SPECIAL CONSTRUCTION (Cont'd)

## 10.1.2 Basis for Cost Computation (Cont'd)

- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

## 10.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

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SECTION 10 - SPECIAL ARRANGEMENTS (Cont'd)

## 10.1 SPECIAL CONSTRUCTION (Cont'd)

## 10.1.3 Termination Liability (Cont'd)

## b. (Cont'd)

- (1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - (a) equipment and materials provided or used;
  - (b) engineering, labor, and supervision;
  - (c) transportation; and
  - (d) rights of way and/or any required easements;
- (2) license preparation, processing, and related fees;
- (3) tariff preparation, processing and related fees;
- (4) cost of removal and restoration, where appropriate; and
- (5) any other identifiable costs related to the specially constructed or rearranged facilities.

- c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 10.1.3.b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 10.1.3.b. preceding shall be adjusted to reflect the predetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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**SECTION 10 - SPECIAL ARRANGEMENTS (Cont'd)****10.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE**

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**10.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

Centrex and private line services will be made available to customers in a non-discriminatory manner. Rates for Centrex and local exchange dedicated access, private line, non-switched, and special access services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. Rates may be negotiated and adjusted on Individual Contract Basis (ICB)/Customer Specific Proposals (CSPs) in an exchange in which basic local telecommunications service offered to business customers by the incumbent local exchange company has been declared competitive. Terms of ICB/CSP provided to business customers will be provided on a proprietary basis to the Missouri Public Service Commission, upon request.

**10.4 MUTUAL COMPENSATION**

Mutual compensation arrangements address the transport and termination of Local Traffic between local exchange providers serving the same local calling area. Such payments compensate a local exchange provider for the costs of terminating local calls placed by one provider's customer to a recipient served by a different local provider. For any carrier for which no interconnection or traffic transfer agreement exists, the mutual compensation rates will be as described in Section 1317, Sheet 194. The mutual compensation rates set forth in Section 13.7, Sheet 194 are not applicable to Switched Exchange Access Service. All Switched Exchange Access Service and all Toll Traffic shall continue to be governed by the terms and conditions of the applicable federal and state tariffs.

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**SECTION 11 - DIRECTORY****11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS****11.1.1 Main Listings**

- a. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- b. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- c. Listings provided without charge are as follows:
  1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
  2. One listing for each PBX or interconnecting system.
- d. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS (Cont'd)

## 11.1.2 Composition of Listings

- a. Listings are limited to information essential to the identification of the listed party.
- b. Addresses
  1. Each listing normally includes the number and street name location where the telephone service is furnished. The name of a building may be shown in case the buildings are commonly known by name.
  2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- c. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in Section 11.1.1.a above.

## 11.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS (Cont'd)

## 11.1.3 Types of Listings (Cont'd)

## a. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

## b. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

## c. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form ("See . . .") in lieu of a duplicate listing.

## d. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS (Cont'd)

## 11.1.3 Types of Listings (Cont'd)

## e. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

## f. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS (Cont'd)

## 11.1.4 Non-Published Service

## a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

## b. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.1 SERVICE AREAS/EXCHANGED/LOCAL CALLING AREAS (Cont'd)

## 11.1.4 Non-Published Service (Cont'd)

## b. Regulations (Cont'd)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

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SECTION 11 - DIRECTORY (Cont'd)

## 11.2 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.8.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

## 11.3 LIABILITY OF THE COMPANY FOR ERRORS

## 11.3.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

## 11.3.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

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SECTION 11 - DIRECTORY (Cont'd)

## 11.3 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

## 11.3.2 Allowance for Errors (Cont'd)

## a. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

## b. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

## c. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

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**SECTION 12 - SERVICE AREAS**

Where facilities are available, the service area is defined by the Exchanges listed below. The column below each exchange area listed in bold indicates the local calling areas that correspond to that exchange.

**12.1 SERVICE AREA****Exchanges Served by AT&T Missouri (formerly Southwestern Bell)**

Adrian	Carthage	Fayette
Advance	Caruthersville	Fenton
Agency	Cedar Hill	Ferguson
Altenburg-Frohna	Center	Festus-Crystal City
Antonia	Chaffee	Fisk
Archie	Charleston	Flat River
Argyle	Chesterfield	Florissant
Armstrong	Chillicothe	Frankford
Ash Grove	Clarksville	Fredericktown
Beaufort	Clever	Freeburg
Bell City	Climax Springs	Fulton
Belton	Creve Couer	Gideon
Benton	De Kalb	Gladstone
Billings	De Soto	Glasgow
Bismarck	Deering	Grain Valley
Bloomfield	Delta	Gravois Mills
Bloomsdale	Dexter	Gray Summit
Blue Springs	Downing	Greenwood
Bonne Terre	E. Independence	Hannibal
Boonville	East Prairie	Harvester
Bowling Green	Edina	Hayti
Bridgeton	Eldon	Herculaneum-Pevely
Brookfield	Elsberry	Higbee
Camdenton	Essex	High Ridge
Campbell	Eureka	Hillsboro
Cape Girardeau	Excelsior Springs	Holcomb
Cardwell	Fair Grove	Homersville
Carl Junction	Farley	
Carrollton	Farmington	

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SECTION 12 - SERVICE AREAS (Cont'd)

## 12.1 SERVICE AREA

## Exchanges Served by AT&amp;T Missouri (formerly Southwestern Bell)

Imperial	Louisiana	New Madrid
Independence	Macks Creek	Nixa
Jackson	Malden	Oak Ridge
Jasper	Manchester	Oakville
Joplin	Marble Hill	Old Appleton
Kansas City	Marceline	Oran
Kennett	Marionville	Osage Beach
Kirksville	Marshall	Overland
Kirkwood	Marston	Pacific
Knob Noster	Maxville	Parkville
La Monte	Mehlville	Patton
Ladue	Meta	Paynesville
Lake Ozark	Mexico	Perryville
Lamar	Moberly	Pierce City
Lancaster	Monett	Pocahontas-New Wells
Leadwood	Montgomery City	Pond
Lees Summit	Morehouse	Poplar Bluff
Liberty	Nashua	Portage de Sioux
Lilbourne	Neosho	Portageville
Linn	Nevada	Puxico
Lockwood	New Franklin	

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SECTION 12 - SERVICE AREAS (Cont'd)

## 12.1 SERVICE AREA

## Exchanges Served by AT&amp;T Missouri (formerly Southwestern Bell)

Quilin	Southville	Valley Park
Raytown	South Kansas City	Versailles
Republic	Spanish Lake	Vienna
Richmond	Springfield	Walnut Grove
Richwoods	St. Charles	Wardell
Risco	St. Clair	Ware
Riverview	St. Joseph	Washington
Rogersville	St. Louis	Webb City
Rushville	St. Marys	Webster Groves
San Antonio	Ste. Genevieve	Wellsville
Sappington	Stanberry	Westphalia
Scott City	Strafford	Willard
Sedalia	Tiffany Springs	Wyatt
Senath	Trenton	
Sikeston	Tuscumbia	
Slater	Union	

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SECTION 12 - SERVICE AREAS (Cont'd)

## 12.1 SERVICE AREA

## Exchanges Served by Embarq (formerly Sprint)

Appleton City	Henrietta	Otterville
Blackburn	Holden	Pickering
Blairstown	Holt	Platte City
Brazito	Hopkins	Pleasant Hill
Buckner	Houstonia	Richland
Butler	Ionia	Rolla
Calhoun	Jefferson City	Russellville
California	Kearney	Salem
Camden Point	King City	Smithton
Centertown	Kingsville	St. Robert
Centerview	Lake Lotawana	St. Thomas
Chilhowee	Lebanon	Strasburg
Clarksburg	Leeton	Sweet Springs
Clinton	Lexington	Syracuse
Coal	Lincoln	Taos
Cole Camp	Lone Jack	Tarkio
Craig	Malta Bend	Tipton
Dearborn	Maryville	Urich
Deepwater	Missouri City	Warrensburg
Edgerton	Montrose	Warsaw
Eugene	Mound City	Waverly
Fairfax	New Bloomfield	Waynesville
Ferrelview	Newburg	Wellington
Fort Leonard Wood	Norborne	Weston
Green Ridge	Oak Grove	Windsor
Hardin	Odessa	
Harrisonville	Orrick	

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE

METROPOLITAN CALLING AREA (MCA) PLAN

## A. General

1. The Metropolitan Calling Area (MCA) Plan is an optional plan for selected exchanges.

## B. Service Description

1. MCA service is available in three distinct areas in Missouri: the St. Louis MCA, the Springfield MCA, and the Kansas City and MCA.
2. In certain exchanges, MCA is an optional service which provides the subscriber with an optional local calling area including the respective Metropolitan Exchange and certain customers in other exchanges where MCA service is also available, as described in this Section. In selected AT&T Missouri exchanges, MCA service is a mandatory service which provides the subscriber with a local calling area which includes the respective Metropolitan Exchange.
3. Exchanges are grouped into different MCA rate classifications. In the St. Louis and Kansas City MCAs, exchanges where optional MCA service is available are classified as MCA-3, MCA-4, and MCA-5. In the Springfield MCA, exchanges where optional MCA service is available are classified as MCA-2.

## C. Availability of Service

## 1. St. Louis MCA

- a. The AT&T Missouri MCA-3 exchanges, where Optional MCA service is available, are: Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, and Imperial.
- b. The AT&T Missouri MCA-4 exchanges where MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
- c. The AT&T Missouri MCA-5 exchanges where MCA service is available are: Gray Summit, Pacific, Cedar Hill, ware, Hillsboro, Festus/Crystal City, DeSoto, Washington, Union, St. Clair and Beaufort.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE

METROPOLITAN CALLING AREA (MCA) PLAN

## C. Availability of Service (Cont'd)

## 2. Springfield MCA

a. The CenturyTel MCA-2 exchanges where MCA service is available are: Elkland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta.

## 3. Kansas City MCA

a. The AT&T Missouri MCA-3 exchanges, where Optional MCA service is available, are: Farley, Smithville, and Grain Valley.

b. The AT&T Missouri MCA-4 exchange, where Optional MCA service is available, is: Excelsior Springs.

c. The AT&T Missouri MCA-5 exchanges, where Optional MCA service is available, are: Richmond and Archie.

## D. Calling Scope

## 1. Service Areas

a. St. Louis MCA- The total service area for the St. Louis MCA is comprised of the following six groups of zones and exchanges:

1) MCA-Central includes the Principal Zone of AT&T Missouri's St. Louis Metropolitan Exchanges.

2) MCA-1 includes the following zones of AT&T's ST. Louis Metropolitan Exchange: Ferguson, Ladue, Mehlville, Overland, Riverview, Sappington and Webster Groves.

3) MCA-2 includes the following zones of AT&T's St. Louis Exchange: Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.

4) MCA-3 includes the following: AT&T's exchanges of Chesterfield, Fenton, Imperial, Manchester, Maxville, Portage Des Sioux, St. Charles and Valley Park; and Orchard Farm Telephone Company's exchanges of Orchard Farm.

5) MCA-4 includes the following: AT&T's exchanges of Antonia, Eureka, Harvester, Herculeaneum/Pevely, High Ridge, and Pond, and the CenturyTel exchanges of Dardenne, O'Fallon and St. Peters.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

METROPOLITAN CALLING AREA (MCA) PLAN (Cont'd)

## E. Calling Scope (Cont'd)

## 1. Service Areas (Cont'd)

## a. (Cont'd)

6) MCA-5 includes the following: AT&T's exchanges of Beaufort, Cedar Hill, DeSoto, Festus/Crystal City, Gray Summit, Hillsboro, Pacific, St. Clair, Ware, Washington, and Union; and the CenturyTel exchanges of Augusta, Defiance, Foristell, Moscow Mills, New Melle, Old Monroe, Troy, Wentzville and Winfield.

b. Kansas City MCA- The total service area for the Kansas City MCA is comprised of the following six groups of zones and exchanges.

- 1) MCA-Central includes the Principal Zone (Missouri and Kansas) of AT&T's Kansas City Metropolitan Exchange.
- 2) MCA-1 includes the following zones of AT&T's Kansas City Metropolitan Exchange: Bethel (Kansas), Gladstone, Independence, Melrose(Kansas), Parkville, Raytown, and South Kansas City.
- 3) MCA-2 includes the following zones of AT&T's Kansas City Metropolitan Exchange: Belton, Blue Springs, Bonner Springs (Kansas), East Independence, Greenwood, Lee's Summit, Liberty, Nashua, Olathe (Kansas), Stanley (Kansas) and Tiffany Springs.
- 4) MCA-3 includes the following: AT&T's exchanges of Farley, Grain Valley, and Smithville; the Missouri customers in AT&T's exchange of Leavenworth; and Sprint Missouri, Inc.'s exchanges of Platte City, Ferrelview, Kearney, Missouri City, Buckner and Lake Lotawana.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

## METROPOLITAN CALLING AREA (MCA) PLAN

## E. Calling Scope (Cont'd)

## 1. Service Areas (Cont'd)

## b. (Cont'd)

- 5) MCA-4 includes the following: AT&T's exchange of Excelsior Springs; Sprint Missouri Inc.'s exchanges of Camden Point, Edgerton, Harrisonville, Holt, Lone Jack, Oak Grove, Orrick, Pleasant Hill, and Weston; and Spectra Communications Group, LLC's exchange of Trimble; and the Cass County Telephone Co. Exchanges of Cleveland and Peculiar.
- 6) MCA-5 includes the following: AT&T exchanges of Archie and Richmond; Sprint Missouri, Inc.'s exchanges of Dearborn, Henrietta, Holden, Kingsville, Odessa, Strassburg, and Wellington; Spectra Communications Group, LLC.'s exchanges of Plattsburg and Lawson; Lathrop Telephone Company's exchange of Lathrup; MO-KAN DIAL, Inc.'s exchange of Freeman; and the Cass County Telephone Co. exchanges of Drexel, East Lynne and Garden City.

c. Springfield MCA- The total service area for the Springfield MCA is comprised of the following three groups of zones and exchanges:

- 1) MCA-Central includes the Principal Zone of AT&T's Springfield Metropolitan Exchange.
- 2) MCA-1 includes the following zones of AT&T's Springfield Metropolitan Exchange: Fair Grove, Nixa, Republic, Rogersville, Stafford and Willard.
- 3) MCA-2 includes the following: AT&T's exchanges of Ash Grove, Billings, Clever, Marionville and Walnut Grove; the CenturyTel exchanges of Eikland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta; ALLTELL Communications exchanges of Pleasant Hope and Morrisville, and Choctaw Telephone Company's exchange of Halltown.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

## F. MCA Calling Scopes

## 1. St. Louis and Kansas City MCA-3 Calling Scope

- a. The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange (MCA-Central, MCA-1 and MCA-2 zones), all customers in MCA-3 exchanges, and MCA Subscribers in MCA-4 and MCA-5 exchanges.

## 2. St. Louis and Kansas City MCA-4 Calling Scope

- a. The calling scope for the MCA subscribers in MCA-4 exchanges Includes all customers in the Metropolitan Exchange (MCA-Central, MCA-1 and MCA-2 zones), all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

## 3. St. Louis and Kansas City MCA-5 Calling Scope

- a. The calling scope for MCA subscribers in MCA-5 exchanges includes all customers in the Metropolitan Exchange (MCA-Central, MCA-1 and MCA-2 zones), all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

## 4. Springfield MCA-2 Calling Scope

- a. The calling scope for MCA subscribers in MCA-2 exchanges includes all customers in the Springfield Metropolitan Exchange (MCA-Central and MCA-1 zones), and MCA subscribers in MCA-2 exchanges.

## G. Extended Area Service (EAS) Considerations

1. In addition to the MCA calling scopes defined herein, EAS calling scopes and rates, if applicable for MCA subscribers are defined in AT&T Missouri's P.S.C. Mo. - No. 24 and Embarq Missouri, Inc.'s P.S.C. MO.- No. 22. CenturyTel Solutions, LLC. concurs in the rates, rules, terms, conditions, and regulations, footnotes, and including any subsequent changes thereto, applying services as set forth in the presently approved tariffs of AT&T Missouri and Embarq Missouri. The Company reserves the right to cancel the above concurrence, subject to the appropriate regulatory approval.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

## METROPOLITAN CALLING AREA (MCA) PLAN

## H. Regulations

1. Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence and business customers located in an MCA exchange. MCA Service is also available in conjunction with Foreign Exchange Service in an MCA exchange.
2. MCA Service is not offered in conjunction with Public, Semi-Public, Customer-Owned Pay Telephone or Cellular Service. MCA and non-MCA numbers cannot be combined in a hunt group.
3. MCA is designed and intended for the exclusive use of the end user customers of the Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service. MCA is available to interexchange carriers or other telecommunications service providers for administrative trunks only.
4. Unless otherwise specified, MCA is subject to the Rules and Regulations applying to all customers as specified in the General and Local Exchange Tariff of the Company. Furthermore, all Rules and Regulations governing local exchange service apply to MCA service.
5. The minimum service period for subscription to MCA service is one month.
6. Rate Application
  - a. The MCA monthly rates as specified in this Section, apply on a per-line basis except for Centrex or Centrex type services which will be billed on a PBX trunk equivalent type basis as specified in the General and Local Exchange Tariff of the Company.
  - b. The MCA monthly rates are billed one month in advance.
  - c. MCA rates and charges apply in addition to the local exchange monthly access rate and all other rates and charges paid by the customer for the other services of the Company.
7. Service Charges, as specified in this Tariff are applicable on a per line basis when a customer adds or deletes MCA service. These charges will be waived in an exchange for the first sixty (60) days from the date that MCA service becomes available in the exchange.

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

METROPOLITAN CALLING AREA (MCA) PLAN

## I. Rates and Charges

	<u>Residence</u>	<u>Business</u>
1. Monthly rates, per line:		
a. Springfield MCA-2		
1) Flat Rate	11.45	21.75
b. St. Louis/Kansas City MCA-3		
1) Flat Rate	12.35	24.80
c. St. Louis/Kansas City MCA-4		
1) Flat Rate	21.55	46.75
d. St. Louis/ Kansas City MCA-5		
1) Flat Rate	32.50	70.70

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## SECTION 13- METROPOLITAN CALLING AREA (MCA) SERVICE (Cont'd)

METROPOLITAN CALLING AREA (MCA) PLAN

## K. Greenwood Metropolitan Calling Area (MCA) Service

The Greenwood exchange in the Kansas City Metropolitan Calling Area is a Mandatory MCA exchange pursuant to the Missouri Public Service Commission's Order in TO-2005-0144. The local calling scope for Greenwood is as follows:

All subscribers<sup>1</sup> in the Kansas City Metropolitan Exchange, Greenwood, Grain Valley, Farley, Smithville, the Missouri customers in AT&T Missouri exchanges of Leavenworth and Sprint Missouri, Inc.'s exchanges of Platte City, Ferrelview, Kearney, Missouri City, Buckner, and Lake Lotawana; plus Metropolitan Calling Area service subscribers<sup>2</sup> in AT&T Missouri's exchanges of Excelsior Springs, Richmond and Archie; Sprint Missouri, Inc.'s exchanges of Weston, South Kansas City, Camden Point, Edgerton, Holt, Orrick, Oak Grover, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa Holden, exchanges of Trimble, Plattsburg and Lawson; Cass County Telephone Company's exchanges of Peculiar, Cleveland, easy Lynne, Garden City and Drexel; Lathrop Telephone Company's exchanges of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and optional extended area service subscribers in AT&T Kansas exchanges of Basehor.

Mandatory Extended Area Service (EAS) charge shall apply to all the Company's access line subscribers.

	<u>Rate</u>
Business	\$10.00
Residential	5.00

<sup>1</sup> Subscribers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all customer of competitive local exchange carriers.

<sup>2</sup> MCA service subscribers include all customers of incumbent local exchange carriers and competitive local exchange carriers being served by dedicated NXX codes identified as MCA NXX codes pursuant to the Missouri Public Commission's Report and Order in Case No. TO-99-483.

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SECTION 13 - RATES & CHARGES

## 13.1 CONNECTION CHARGES

## 13.1.1. Service Order Charge:

	<u>Business</u>	<u>Residence</u>
First	\$60.30	\$NOC
Additional	\$13.50	\$NOC

## 13.1.2. Premises Visit Charge:

	<u>Business</u>	<u>Residence</u>
First (per 15 min. increment)	\$21.60	\$NOC
Add'l. (per 15 min. increment)	\$21.60	\$NOC

## 13.1.3 Restoral Charge

	<u>Business</u>	<u>Residence</u>
First	\$81.90	\$NOC
Additional	\$35.10	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.1 CONNECTION CHARGES (Cont'd)

## 13.1.4. Moves, Adds and Changes

	<u>Move</u>	<u>Add</u>	<u>Change</u>
Residence Charge per order:			
First	\$NOC	\$NOC	\$NOC
Additional	\$NOC	\$NOC	\$NOC
Business Charge per order:			
First	\$81.90	\$81.90	\$81.90
Additional	\$35.10	\$35.10	\$35.10

## 13.1.5 Record Order Charge

	<u>Business</u>	<u>Residence</u>
First	\$60.30	\$NOC
Additional	\$13.50	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.1 CONNECTION CHARGES (Cont'd)

## 13.1.6 Charges Associated with Premises Visit

## a. Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Residence: (per 15 min. increment)	\$NOC	\$NOC
Per Premises Visit, Business: (per 15 min. increment)	\$21.60	\$21.60

## b. Inside Wire Maintenance and Installation

	<u>First</u>	<u>Additional</u>
Inside Wire Installation Charge Per Premises Visit, Business: (per 15 min. increment)	\$21.60	\$21.60
Inside Wire Maintenance Charge Per Premises Visit, Business: (per 15 min. increment)	\$21.60	\$21.60
Inside Wire Installation Charge Per Premises Visit, Residence: (per 15 min. increment)	\$NOC	\$NOC
Inside Wire Maintenance Charge Per Premises Visit, Residence: (per 15 min. increment)	\$NOC	\$NOC

## 13.1.7 Primary Interexchange or IntraLATA Toll Carrier Change Charge

	<u>Business</u>	<u>Residence</u>
Charge:	\$1.49	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.2 PAY TELEPHONE SERVICE

## 13.2.1 Available Features for Pay Telephone Service

<u>Feature</u>	<u>Monthly</u>	<u>Non-recurring</u>
Inbound Call Operator Screening	\$0.00	\$0.00
Outbound Call Operator Screening	\$0.00	\$0.00
900/976 Block	\$0.00	\$0.00
International Call Block	\$0.00	\$0.00
Answer Supervision	\$0.00	\$0.00
1+ Block	\$0.00	\$0.00
Block on Caller ID	\$0.00	\$0.00
Block on Phone Smart Features	\$0.00	\$0.00
PIC Freeze	\$0.00	\$0.00
NXX Blocking	\$ICB	\$ICB
 <u>Local calls:</u>		
	<u>Initial 3 Minutes</u>	<u>Add'l 3 Minutes</u>
Local	\$0.35	\$0.35
Local (number not recognized)	\$0.35	\$0.35
Pay Telephone Surcharge:	\$0.24	

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.2 PAY TELEPHONE SERVICE (Cont'd)

## 13.2.1 Available Features for Pay Telephone Service (Cont'd)

INTRALATA TOLL CALLS

Mileage	DAY		NIGHT		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
0-10	\$0.1600	\$0.0800	\$0.1200	\$0.0500	\$0.0700	\$0.0300
11-16	\$0.1800	\$0.1000	\$0.1500	\$0.0700	\$0.0900	\$0.0500
17-22	\$0.2000	\$0.1100	\$0.1700	\$0.0800	\$0.1000	\$0.0600
23-30	\$0.2200	\$0.1400	\$0.1900	\$0.1000	\$0.1200	\$0.0700
31-40	\$0.2600	\$0.1600	\$0.1400	\$0.1300	\$0.1300	\$0.0800
41-55	\$0.2600	\$0.1600	\$0.1400	\$0.1300	\$0.1400	\$0.0900
56-70	\$0.2700	\$0.1600	\$0.1400	\$0.1300	\$0.1400	\$0.0900
71+	\$0.2700	\$0.1600	\$0.2100	\$0.1300	\$0.1400	\$0.0900

DAY	8AM-5PM MONDAY -FRIDAY*
EVENING	5PM-11PM MONDAY-FRIDAY* 5PM-11PM SUNDAY* 8AM-11PM WEEKDAY HOLIDAYS (Christmas, New Years, Thanksgiving, Independence, and Labor Days)
NIGHT & WEEKEND	ALL DAY SATURDAY 8AM-5PM SUNDAY 11PM-8AM EVERY DAY*

\*The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES

## 13.3.1 CUSTOM CALLING SERVICE

## a. Rates and Charges

	<u>Recurring Charges - Term</u>					<u>Non-Recurring</u>	
	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
Three Way Conference, Consultation, Transfer	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Variable	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Busy Line	\$2.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Don't Answer	\$2.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Waiting Terminating	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Waiting Originating	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Speed Calling - One Digit	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Speed Calling - Two Digits	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Distinctive Ringing	\$6.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
<u>Hunting Group Charges</u>							
Sequential Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Circular Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Queuing with Announcement per Queue Slot	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Hunting Line Charges</u>							
Sequential Hunting	\$19.46	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Circular Hunting	\$19.46	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.2 CLASS SERVICES

## a. Rates and Charges

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>CLASS Features Line Charge</u>							
Caller ID	\$6.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Callback	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Recall Call Trace	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Trace	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Acceptance	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Forwarding	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Rejection	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
<u>CLASS Features Usage Charge</u>							
Caller ID	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Callback	\$0.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Recall Call Trace	\$0.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Trace	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Acceptance	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Forwarding	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Rejection	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.3 CENTREX-TYPE SERVICE

## a. Rates and Charges

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
Three Way Conference, Consultation, Transfer	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Variable	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Busy Line	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Don't Answer	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Waiting Terminating	\$0.12	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Waiting Originating	\$0.12	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Speed Calling - One Digit	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Speed Calling - Two Digits	\$0.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Distinctive Ringing	\$0.12	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
<u>Hunting Group Charges</u>							
Sequential Hunting	\$1.84	\$NOC	\$1.68	\$1.52	\$1.52	\$0.00	\$0.00
Circular Hunting	\$1.84	\$NOC	\$1.68	\$1.52	\$1.52	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Uniform Queuing with Announcement per Queue Slot	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Hunting Line Charges</u>							
Sequential Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Circular Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.3 CENTREX-TYPE SERVICE (Cont'd)

## a. Rates and Charges (Cont'd)

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>Advance Features Line Charge</u>							
Voice Messaging	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
6 Way Conference Per Line	\$2.44	\$NOC	\$2.20	\$2.00	\$2.00	\$1.52	\$1.52

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.4 BUSY VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request	\$1.20
Interrupt Charge, each request	\$2.00

## 13.3.5 DIRECTORY ASSISTANCE SERVICE

## a. Rates

The directory assistance charge applies after the call allowance of two calls per line.

Local, per request	\$0.40
Interstate, per request	\$0.40

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.6 LOCAL OPERATOR SERVICE

Operator Station to Station	\$1.30
Person to Person	\$3.50
3rd Number Billed	\$1.75
Collect Calls	\$1.75
All other Operator Service	\$1.75

## 13.3.7 STAND ALONE VOICE MAIL SERVICE

## a. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply per main billing account as described in Section 13.1 of this tariff. Service is offered on a month to month basis.

Per Individual Mail Address:

	<u>Residence</u>	<u>Business</u>
Nonrecurring Charge	\$NOC	\$NOC
Recurring Charges:		
- Month to Month	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.8 BLOCKING SERVICE

	<u>Nonrecurring Charge</u>
900 and 700 Blocking	
- Residential	\$NOC
- Business (up to 200 lines)	\$ICB
900, 971, 974, and 700 Blocking	
- Residential	\$NOC
- Business (up to 200 lines)	\$ICB
Third Number Billed and Collect Call Restriction	
- Residential	\$NOC
- Business (up to 200 lines)	\$ICB
Toll Restriction	
- Residential	\$NOC
- Business (up to 200 lines)	\$ICB
Toll Restriction Plus	
- Residential	\$NOC
- Business (up to 200 lines)	\$ICB
Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	\$NOC
- Subsequent Activation (per line)	\$NOC

- a. Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.
- b. Connection charges apply as specified in Section 13 of this tariff.

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.9 Customized Number Service

## Set-up Charges

Residential Customer	\$NOC
Business Customer	\$ICB

## 13.3.10 Remote Call Forwarding Service

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
Terminating	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Terminating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Originating	\$16.00	\$NOC	\$NOC	\$NOC	\$NOC	\$12.50	\$12.50
Originating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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## 13.3 SUPPLEMENTAL SERVICES (Cont'd)

## 13.3.11 Calling Card Services

Per Call Surcharge: \$0.80

Per Minute Rate:

Day	\$0.192
Evening	\$0.192
Night/Weekend	\$0.192

## 13.3.12 Paid Debit Card Services

Per Minute Rate:

Day	\$0.192
Evening	\$0.192
Night/Weekend	\$0.192

Per Call Surcharge: \$0.80

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.4 RESIDENTIAL NETWORK SWITCHED SERVICES

## 13.4.1 Residence Line Service

	<u>Monthly</u>	<u>Nonrecurring</u>	
		<u>First</u>	<u>Add'l</u>
<u>Monthly Recurring Charges:(Flat Rate)</u>			
- Each Base Service Line	\$NOC	\$NOC	\$NOC
- Voice Mail Option, per line	\$NOC	\$NOC	\$NOC
- EUCL Residential/One Line	\$NOC	\$NOC	\$NOC
Business			
<u>Remote Call Forwarding(Flat Rate)</u>			
Terminating	\$NOC	\$NOC	\$NOC
Terminating Paths	\$NOC	\$NOC	\$NOC
Originating	\$NOC	\$NOC	\$NOC
Originating Paths	\$NOC	\$NOC	\$NOC
<u>Custom Calling Features:</u>			
Three-Way Conference, Consultation, Transfer	\$NOC	\$NOC	\$NOC
Call Forwarding Variable	\$NOC	\$NOC	\$NOC
Call Forwarding Busy Line	\$NOC	\$NOC	\$NOC
Call Forwarding Don't Answer	\$NOC	\$NOC	\$NOC
Call Waiting Terminating	\$NOC	\$NOC	\$NOC
Call Waiting Originating	\$NOC	\$NOC	\$NOC
Speed Calling One Digit	\$NOC	\$NOC	\$NOC
Speed Calling Two Digit	\$NOC	\$NOC	\$NOC
Distinctive Ringing	\$NOC	\$NOC	\$NOC
<u>Tiered Features:</u>			
Any 3 Standard Features	\$NOC	\$NOC	\$NOC
Any 4 Standard Features	\$NOC	\$NOC	\$NOC
Any 5 Standard Features	\$NOC	\$NOC	\$NOC
Any 6 Standard Features	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.4 RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

## 13.4.1 Residence Line Service (Cont'd)

	<u>Monthly</u>	<u>Nonrecurring</u>	
		<u>First</u>	<u>Add'l</u>
<u>HUNT GROUP CHARGE</u>			
Sequential Hunting	\$NOC	\$NOC	\$NOC
Circular Hunting	\$NOC	\$NOC	\$NOC
Uniform Hunting	\$NOC	\$NOC	\$NOC
Queuing with Announcement (per Queue Slot)	\$NOC	\$NOC	\$NOC
<u>HUNTING LINE CHARGE</u>			
Sequential Hunting	\$NOC	\$NOC	\$NOC
Circular Hunting	\$NOC	\$NOC	\$NOC
Uniform Hunting	\$NOC	\$NOC	\$NOC
<u>ADVANCED FEATURES LINE CHARGE</u>			
Voice Messaging	\$NOC	\$NOC	\$NOC
6-Way Conference Per Line	\$NOC	\$NOC	\$NOC

## 13.4.2 Integrated Services Digital Network-basic Rate Interface (ISDN-BRI)

	<u>Monthly</u>	<u>Nonrecurring</u>	
		<u>First</u>	<u>Add'l</u>
Basic Rate Digital Line	\$NOC	\$NOC	\$NOC
B Channels (up to 2)			
Switched Voice/Data Message Rate	\$NOC	\$NOC	\$NOC
Switched Voice/Data Flat Rate	\$NOC	\$NOC	\$NOC
High Speed Packet Switched	\$NOC	\$NOC	\$NOC
D Channel (1 required)	\$NOC	\$NOC	\$NOC
Each Additional Multipoint Terminal (Shared D)	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES

## 13.5.1 Basic Business Line Service

	Monthly	<u>Recurring Charges - Term</u>					<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional	
Flat Rate Basic Business Line Service	\$37.98	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Measured Rate Basic Business Line Service	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
EUCL - Multiline Business	\$8.17	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
EUCL - Residential/One Line Business	\$3.50	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
<u>Custom Calling Features</u>								
Three-Way Conference, Consultation, Transfer	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Call Forwarding Variable	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Call Forwarding Busy Line	\$2.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Call Forwarding Don't Answer	\$2.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Call Waiting Terminating	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Call Waiting Originating	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Speed Calling - One Digit	\$3.16	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Speed Calling - Two Digits	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	
Distinctive Ringing	\$6.36	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00	

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.1 Basic Business Line Service (Cont'd)

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>Tiered Features</u>							
Any 3 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 4 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 5 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 6 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 7 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 8 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 9 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Any 10 Standard Features	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Remote Call Forwarding</u>							
Terminating	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Terminating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Originating	\$16.00	\$NOC	\$NOC	\$NOC	\$NOC	\$12.50	\$12.50
Originating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Hunt Group Charge</u>							
Sequential Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Circular Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Queuing with Announcement (per Queue Slot)	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.1 Basic Business Line Service (Cont'd)

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>Hunt Line Charge</u>							
Sequential Hunting	\$19.46	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Circular Hunting	\$19.46	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Advanced Features Line Charge</u>							
Voice Messaging	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
6-Way Conferencing (Per line)	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

## 13.5.2 Public Access Line Service

Public Access Line	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
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## 13.5.3 PBX Trunk Service

## a. General

Each Group of 20 Numbers	\$2.72	\$NOC	\$NOC	\$NOC	\$NOC	\$384.00	\$384.00
Each Group of 100 Numbers	\$13.60	\$NOC	\$NOC	\$NOC	\$NOC	\$384.00	\$384.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.3 PBX Trunk Service (Cont'd)

## b. Measured Rate Digital PBX Trunks

	<u>Recurring Charges - Term</u>					<u>Non-Recurring</u>	
	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
DID Service	\$44.72	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DOD Service	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Service	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service	\$44.72	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DID Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DOD Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Voice Mail Option, per line	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

## c. Measured Rate Analog PBX Trunks

DID Service	\$44.72	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DOD Service	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Service	\$23.92	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service	\$44.72	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DID Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DOD Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Voice Mail Option, per line	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.3 PBX Trunk Service (Cont'd)

## d. Flat Rate Digital PBX Trunks

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
Flat Rate Digital PBX Trunks							
DID Service	\$58.78	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DOD Service	\$37.98	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Service	\$37.98	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service	\$58.78	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DID Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DOD Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Voice Mail Option, per line	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

## e. Flat Rate Analog PBX Trunks

Flat Rate Analog PBX Trunks							
DID Service	\$58.78	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DOD Service	\$37.98	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Service	\$37.98	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Service	\$58.78	\$NOC	\$NOC	\$NOC	\$NOC	\$40.00	\$40.00
DID Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DOD Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Combination Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
DID/Combination Trunk Group	\$18.99	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Voice Mail Option, per line	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.3 PBX Trunk Service (Cont'd)

## f. Charges on All Trunks

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
Charges on all Trunks							
EUCL - Multiline Business	\$8.17	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
EUCL - Residential/One Line Business	\$3.50	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Remote Call Forwarding							
Terminating	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Terminating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Originating	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$12.50	\$12.50
Originating Paths	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Sequential Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Circular Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$14.40	\$14.40
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

## g. DS1 PBX Trunk Service

Measured Rate							
Facility	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Per Active Channel (DID)	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$644.00	\$548.00
Per Active Channel (DOD)	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$644.00	\$548.00
Flat Rate							
Facility	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Per Active Channel (DID)	\$1,128.58	\$NOC	\$NOC	\$NOC	\$NOC	\$644.00	\$548.00
Per Active Channel (DOD)	\$729.22	\$NOC	\$NOC	\$NOC	\$NOC	\$644.00	\$548.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.3 PBX Trunk Service (Cont'd)

## h. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

Where appropriate facilities do not exist, Special Construction charges will also apply.

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
PRI System Termination	\$112.00	\$98.40	\$104.00	\$96.00	\$NOC	\$700.00	\$700.00
Primary Rate Interface	\$320.00	\$300.00	\$300.00	\$272.00	\$NOC	\$88.00	\$88.00
Call by Call Service per PRI	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
PRI B Channel Message Rate	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
PRI B Channel Flat Rate	\$52.80	\$48.00	\$48.00	\$44.80	\$NOC	\$4.00	\$4.00
PRI D Channel Message Rate	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
PRI D Channel Flat Rate	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00

## 13.5.4 Centrex

## a. Centrex-type Service

Centrex-type Common Equipment	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$200.00	\$200.00
Message Rate Line Charge	\$34.40	\$NOC	\$31.60	\$28.80	\$28.80	\$0.00	\$0.00
Flat Rate Line Charge	\$44.00	\$NOC	\$40.80	\$36.80	\$36.80	\$0.00	\$0.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.4 Centrex (Cont'd)

## b. Centrex-type Features

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>Standard Features</u>							
Three-Way Conference, Consultation, Transfer	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Variable	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Busy Line	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Forwarding Don't Answer	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Waiting Terminating	\$0.12	\$NOC	\$0.08	\$0.04	\$0.04	\$0.00	\$0.00
Call Waiting Originating	\$0.12	\$NOC	\$0.08	\$0.04	\$0.04	\$0.00	\$0.00
Speed Calling One Digit	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Speed Calling Two Digits	\$0.16	\$NOC	\$0.12	\$0.08	\$0.08	\$0.00	\$0.00
Distinctive Ringing	\$0.12	\$NOC	\$0.08	\$0.04	\$0.04	\$0.00	\$0.00
<u>Optional Features</u>							
<u>Hunt Group Charges</u>							
Sequential Hunting	\$1.84	\$NOC	\$1.68	\$1.52	\$1.52	\$0.00	\$0.00
Circular Hunting	\$1.84	\$NOC	\$1.68	\$1.52	\$1.52	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Uniform Hunting Announcement per Queue Slot	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
<u>Hunt Line Charges</u>							
Sequential Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Circular Hunting	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Uniform Hunting	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.4 Centrex (Cont'd)

## b. Centrex-type Features (Cont'd)

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
<u>Advanced Features Line</u>							
<u>Charge</u>							
Voice Messaging	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
6-Way Conferencing (per line)	\$2.44	\$NOC	\$2.20	\$2.00	\$2.00	\$1.52	\$1.52
 <u>CLASS Features Line</u>							
<u>Charge</u>							
Call ID	\$6.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Call Back	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Recall	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Trace	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Acceptance	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Forwarding	\$3.96	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Rejection	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
 <u>CLASS Features Usage</u>							
<u>Charge</u>							
Call ID	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Call Back	\$0.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Auto Recall	\$0.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Call Trace	\$3.60	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Acceptance	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Forwarding	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Selective Call Rejection	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.5 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 13.5.4 Centrex

## c. Centrex-type -Integrated Services Digital Network-Basic Rate Interface (ISDN\_BRI)

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
ISDN-BRI Line	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$104.00	\$104.00
BRI Channel B Message Rate	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
BRI B Channel Flat Rate	\$13.00	\$10.60	\$10.60	\$9.00	\$9.00	\$0.00	\$0.00
BRI D Channel	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
BRI Multipoint Terminal	\$3.20	\$2.20	\$2.20	\$1.20	\$1.20	\$1.60	\$1.60

## 13.5.5 Integrated Services Digital Network Basic Rate Interface (ISDN\_BRI)

Basic Rate Digital Line B Channels (Up to 2):	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$104.00	\$104.00
Switched Voice/Data Rate	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC	\$NOC
Switched Voice/Data Message Rate	\$13.00	\$10.60	\$10.60	\$9.00	\$9.00	\$0.00	\$0.00
High Speed Packet Switched	\$96.00	\$88.00	\$88.00	\$88.00	\$80.00	\$0.00	\$0.00
D Channel (1 Required):	\$0.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00
Each Additional Multipoint Terminal (Shared D)	\$3.20	\$2.20	\$2.20	\$1.20	\$1.20	\$1.60	\$1.60
EUCL Per BRI Digital Line	\$5.00	\$NOC	\$NOC	\$NOC	\$NOC	\$0.00	\$0.00

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.6 INTRALATA TOLL USAGE AND MILEAGE CHARGES

Direct Dial Day Rates				
Initial Period			Additional Period	
Mileage Limit	CenturyTel Rate	Unit	CenturyTel Rate	Unit
0-10	\$ 0.1824	60 sec	\$ 0.1056	60 sec
11-16	\$ 0.2072	60 sec	\$ 0.1728	60 sec
17-22	\$ 0.2072	60 sec	\$ 0.2072	60 sec
31-40	\$ 0.2072	60 sec	\$ 0.2072	60 sec
41-55	\$ 0.2072	60 sec	\$ 0.2072	60 sec
56-70	\$ 0.2072	60 sec	\$ 0.2072	60 sec
71-85	\$ 0.2072	60 sec	\$ 0.2072	60 sec
86-100	\$ 0.2072	60 sec	\$ 0.2072	60 sec
101-124	\$ 0.2072	60 sec	\$ 0.2072	60 sec
125-148	\$ 0.2072	60 sec	\$ 0.2072	60 sec
149-196	\$ 0.2072	60 sec	\$ 0.2072	60 sec
197-244	\$ 0.2072	60 sec	\$ 0.2072	60 sec
245-292	\$ 0.2072	60 sec	\$ 0.2072	60 sec
293-392	\$ 0.2072	60 sec	\$ 0.2072	60 sec

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.6 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

Direct Dial Evening Rates				
Initial Period			Additional Period	
Mileage Limit	CenturyTel Rate	Unit	CenturyTel Rate	Unit
0-10	\$ 0.1277	60 sec	\$ 0.0739	60 sec
11-16	\$ 0.1450	60 sec	\$ 0.1210	60 sec
17-22	\$ 0.1450	60 sec	\$ 0.1450	60 sec
31-40	\$ 0.1450	60 sec	\$ 0.1450	60 sec
41-55	\$ 0.1450	60 sec	\$ 0.1450	60 sec
56-70	\$ 0.1450	60 sec	\$ 0.1450	60 sec
71-85	\$ 0.1450	60 sec	\$ 0.1450	60 sec
86-100	\$ 0.1450	60 sec	\$ 0.1450	60 sec
101-124	\$ 0.1450	60 sec	\$ 0.1450	60 sec
125-148	\$ 0.1450	60 sec	\$ 0.1450	60 sec
149-196	\$ 0.1450	60 sec	\$ 0.1450	60 sec
197-244	\$ 0.1450	60 sec	\$ 0.1450	60 sec
245-292	\$ 0.1450	60 sec	\$ 0.1450	60 sec
293-392	\$ 0.1450	60 sec	\$ 0.1450	60 sec

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.6 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

Direct Dial Night Rates				
Initial Period			Additional Period	
Mileage Limit	CenturyTel Rate	Unit	CenturyTel Rate	Unit
0-10	\$ 0.1277	60 sec	\$ 0.0739	60 sec
11-16	\$ 0.1450	60 sec	\$ 0.1210	60 sec
17-22	\$ 0.1450	60 sec	\$ 0.1450	60 sec
31-40	\$ 0.1450	60 sec	\$ 0.1450	60 sec
41-55	\$ 0.1450	60 sec	\$ 0.1450	60 sec
56-70	\$ 0.1450	60 sec	\$ 0.1450	60 sec
71-85	\$ 0.1450	60 sec	\$ 0.1450	60 sec
86-100	\$ 0.1450	60 sec	\$ 0.1450	60 sec
101-124	\$ 0.1450	60 sec	\$ 0.1450	60 sec
125-148	\$ 0.1450	60 sec	\$ 0.1450	60 sec
149-196	\$ 0.1450	60 sec	\$ 0.1450	60 sec
197-244	\$ 0.1450	60 sec	\$ 0.1450	60 sec
245-292	\$ 0.1450	60 sec	\$ 0.1450	60 sec
293-392	\$ 0.1450	60 sec	\$ 0.1450	60 sec

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SECTION 13 - RATES & CHARGES (Cont'd)

## 13.7 DIRECTORY

## 13.7.1 Alphabetical Directory

## a. Duplicate Listings

	Monthly	<u>Recurring Charges - Term</u>				<u>Non-Recurring</u>	
		2 Year	3 Year	5 Year	7 Year	First	Additional
Business	\$1.55	\$NOC	\$NOC	\$NOC	\$NOC	\$18.00	\$18.00

## b. Semi-Private Listing

Business	\$1.30	\$NOC	\$NOC	\$NOC	\$NOC	\$18.00	\$18.00
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## c. Non-Published Service

Business	\$3.00	\$NOC	\$NOC	\$NOC	\$NOC	\$18.00	\$18.00
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**SECTION 14 – Access Concurrence**

In Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri's service territory, the Company concurs in the rates, rules, terms, conditions, and regulations, including footnotes thereto, applying to access services as set forth in the presently approved tariffs of Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri. The Company reserves the right to cancel the above concurrence, subject to the appropriate regulatory approval.

In Embarq Missouri, Inc. d/b/a Embarq's service territory, the Company concurs in the rates, rules, terms, conditions, and regulations, including footnotes thereto, applying to access services as set forth in the presently approved tariffs of Embarq Missouri, Inc. d/b/a Embarq. The Company reserves the right to cancel the above concurrence, subject to the appropriate regulatory approval.

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