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(D)
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(D)

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4. SERVICES (cont'd)

4.1 Basic Local Telecommunications Service (cont'd)

4.1.6 Missouri USF Disabled Assistance (cont'd)

B. Regulations - Disabled assistance is available to all residential customers who demonstrate, by self-certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:

- 1) Federal Social Security Disability benefits
- 2) Veteran Administration Disability benefits
- 3) State Blind Pension
- 4) State Aid to Blind Persons
- 5) State Supplemental Disability Assistance

C. Support Amount - Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, extended area service additive, and mileage additives, if any.)

4.1.7 "Missouri Universal Service Fund"

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

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

(T)

4.2.1 Description

ISDN service provides 2B+D switched access to the public network for the transmission of circuit switched voice, circuit-switched data and packet-switched data on an incoming and outgoing basis. It provides a Customer with the ability to integrate current voice and data channel services,

Circuit-switched Voice provides the ability to originate and receive switched voice calls over a 64 Kbps channel.

4. SERVICES (cont'd) (T)

4.2 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) (cont'd)

4.2.1 Description (cont'd)

Circuit-Switched Data provides the ability to originate and receive circuit-switched data calls over a 64 Kbps channel.

ISDN lines have two 64 Kbps B channels. Each channel can be combined (bonded together) to create a single, higher bandwidth channel (128 Kbps).

ISDN has one 16 Kbps data or D channel used primarily for signaling and data transmission.

4.2.2 Rates

<u>ISDN SERVICE</u>	<u>DESCRIPTION</u>	<u>MONTHLY CHARGE</u>	
ISDN Package #1	Consists of: (1) basic rate ISDN as described in Section 4.2.1, (2) 1/ea. ISDN external terminal adapter at the Customer location. The terminal adapter will have the ability to: (1) bond the A & B channel for 128 Kbps, (2) provide the ability to use one of the 64 Kbps channels for voice/analog and one 64 Kbps for data and (3) when the 64 Kbps used for voice/analog is disconnected, the terminal adapter automatically re-bonds the A & B channels for 128 Kbps. Customers not requiring a terminal adapter may elect not to have one, resulting in the reduced price indicated at the right. Calls outside of the Company's service area will be charged at standard intrastate rates and interstate rates. For the ExOp-MCA Calling Scope, an additional charge of \$12.35/month per channel Will be added for residential Customers and \$24.70/month for commercial Customers.	\$58.75 (w/ terminal adapter)	(T)
		or	
		\$45.00 (w/out terminal adapter)	 (T)
ISDN Package #2	Consists of (1) basic rate ISDN as described in Section 4.2.1, (2) 1/ea. External ISDN LAN Modem integrating a 4-port 10 Base-T Ethernet Hub, an IP router, and two voice/fax ports. The External ISDN LAN Modem is expandable to 10 users with a separate 8-port 10 Base-T Ethernet hub. Calls outside of the Company's service area will be charged at standard intrastate rates and interstate rates. For the ExOp-MCA Calling Scope, an additional charge of \$12.35/month per channel for residential Customers and \$24.70/month for commercial Customers will be added.	\$68.75	
Added Numbers	Consists of adding up to 6 additional numbers per B channel.	\$3.00	

4. SERVICES (cont'd) (T)

4.2 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) (cont'd) (T)

4.2.3 Upgrade

When a Customer upgrades from Basic Local Telecommunication Service to ISDN, where the ISDN service will replace the Basic Local Telecommunication Service, the old Basic Local Telecommunication Service will be canceled without penalty. Any installation fee paid to the Company for installation of the old Basic Local Telecommunication Service will be credited against any ISDN installation fee to be charged to the Customer for the new ISDN service.

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (C)

4.3.1 General (N)

- A. ISDN-PRI is an IntraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture.
- B. ISDN-PRI provides a method of access to the telephone network called Primary Rate Interface. PRI is an ISDN based T1 link to the telecommunications network and provides integrated digital channels for voice, data, and video applications. The service will initially provide connectivity between an ISDN PBX or other ISDN-compatible Customer Premises Equipment (CPE) and a serving central office. The basic channel structure for PRI is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. The B channels may be used to connect the PBX or ISDN compatible CPE to the public circuit switched network (i.e., inward/outward calls, OutWats/TFC, or to tie lines, and FX service access lines). The D channel carries the signaling and call set-up information for the B channels.
- C. ISDN-PRI is a service for the transmission of digital signals only.
- D. ISDN-PRI is provided within a LATA from wire centers where appropriate ISDN facilities are available, as determined by the Company. Service inquiries will be necessary to determine availability. If new equipment or facilities and/or changes to existing equipment/facilities are required for the provision of this service, special construction charges will apply, in addition to the applicable ISDN-PRI rates. (N)

4. SERVICES (cont'd)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.2 Regulations

- A. Provisioning of CPE that is compatible with the ISDN-PRI interface is the responsibility of the user.
- B. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ISDN-PRI render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- D. Suspension of service is not permitted with this service.
- E. The minimum subscription period for which month-to-month PRI is furnished and for which charges are applicable is one month.
- F. OutWATS/TFC services utilizing ISDN-PRI are available as well as tie lines and FX/FCO are available.
- G. Verification and Emergency Interrupt service is not available for ISDN-PRI.
- H. Telephone numbers transmitted via the Calling Line Information feature are intended solely for the use of the ISDN-PRI subscriber or user. Resale of this information is prohibited by this Tariff.
- I. Through Non-Facility Associated Signaling (NFAS), PRI can also be ordered with 24 B channels and no D channel. Under this option, the customer will order one ISDN-PRI service arrangement with 23 B-channels and one D-channel. Additional PRI services can then be provided with 24 B-channels. The D-channel on the initial PRI is used to control subsequent 24 B PRI circuits.

(N)

(N)

4. SERVICES (cont'd)

(N)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.3 Definitions

- A. B-Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
- B. D-Channel - A 64 Kbps digital signaling-only channel for call establishment and routing used for ISDN-PRI.
- C. 64 Kbps Clear Channel Capability - A B channel connection which provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
- D. Virtual Facility Group(s) (VFG) - A VFG simulates lines and trunks in software. When VFG is accessed, the central office switch checks for the availability of virtual facilities. If none are available, the call is blocked. If a virtual facility is available, the call is retranslated, recorded and routed to the appropriate access service.

4.3.4 Application of Rates

- A. The Primary Rate Facility furnished between a Serving Wire Center and the customer's premises will be charged at tariff rates. All regulations of the tariff section will also apply.
- B. ISDN-PRI is available to be purchased on a month-to-month, one, three, or five year term.
- C. ISDN-PRI rates under any Term Payment Plan are exempt from customer-initiated changes for the payment period selected. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
- D. If a customer disconnects any portion of their ISDN-PRI service prior to the end of month 12, the customer will be liable for 100% of the payments remaining for the first twelve months and 50% of the payment remaining in the contract period. If a customer disconnects any portion of their ISDN-PRI service after the end of the 12th month, the customer will be liable for 50% of the payments remaining for the rest of the contract period.
- E. Non-recurring charges for PRI facility will not be applicable for a PRI when upgrading an existing circuit to ISDN-PRI.

(N)

4. SERVICES (cont'd)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.4 Application of Rates (cont'd)

- F. The customer may be restricted to 56 Kbps B channel transmission in some locations of the Company's interoffice network.
- G. Subscriber Line Charges are applicable per public switched network capable B-channel as specified in the NECA price list.
- H. NFAS, D Channel Backup, and dynamic call-by-call connections to FX and tie lines may not be available in all areas.

4.3.5 Service Components

- A. The required components for ISDN-PRI are as follows:
 - 1. Primary Rate Facility - Provides a four-wire access loop from the customer premises to the serving wire center. The transmission characteristics of this loop support Clear Channel Capability.
 - 2. Primary Rate Access - Provides the multiplexing to support up to 23 B-channels at 64 Kbps and one D-channel for signaling also at 64 Kbps. Up to 24 B-channels at 64 Kbps can be provided for subsequent PRI's if the customer chooses the NFAS option.
 - 3. Primary Rate B-Channels - Will provide circuit switched service that will allow either voice or data transmissions at up to 64 Kbps.
 - a. Customers will be billed a Network Access Register (NAR) charge per capable B-channel.
 - b. Data transmission on the B-channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may potentially be subjected to analog transmission or sub rated to 56 Kbps.
 - c. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be OutWATS/TFC service, tie lines, and FX service. If Integrated Service Access (ISA) is used to dynamically connect B channels to FX, Tie and OutWATS, B-channel charges are used in lieu of local channel charges for tie lines, FX, and OutWATS. Interoffice charges shall apply as well as the subscription to the services notes is in addition to the ISDN-PRI charges.

4. SERVICES (cont'd)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.5 Service Components (cont'd)

A. The required components for ISDN-PRI are as follows:

3. Primary Rate B-Channels (cont'd)

d. Call-by-Call/Integrated Service Access (ISA) Feature Capability - Allows the customers to dynamically allocate the use of channels for ISDN-PRI services. The customer may also choose voice or data transmission on a per call basis. ISA charges are based on the number of Virtual Facility Groups (VFG) established in the Company's central office. The Company will apply a VFG charge for each call type requested by the customer, for example, Public Access (incoming, outgoing), private network traffic, tie line. Additional VFG charges may be applicable if the customer wishes the Company to provide more call control in the central office.

e. D-Channel Access - Carries the signaling information for circuit switching needs of the ISDN B-channels. Where end user access arrangements contain multiple PRI's the signaling in one interface structure may also carry signaling for B-channels in another PRI structure without an activated D-channel. The D-channel contains Call Set Up, Call Tear Down, and Calling Number identification.

f. D Channel Backup - Provides backup for the D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted.

2. Calling Line Information Delivery - This feature, inherent in PRI, provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-channel associated with incoming calls on a B-channel(s) to a PBX.

4. SERVICES (cont'd)

(N)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.6 Rates and Charges

A. MTM to 5 year Term Rates:

		<u>Monthly</u>	<u>1 Year</u>	<u>3 Years</u>	<u>5 Years</u>
1.	Non-Recurring Charge	\$487.00	\$487.00	\$487.00	\$487.00
2.	Primary Rate Interface Ea.	\$600.00	\$500.00	\$405.79	\$360.70
3.	Caller ID with Name	\$103.50	\$103.50	\$103.50	\$103.50
4.	Block 100 DID's	\$ 27.00	\$ 27.00	\$ 27.00	\$ 27.00
5.	ISDN-PRI Port, ea	\$ 23.51	\$ 23.51	\$ 23.51	\$ 23.51
6.	FCC End User Common Line Charges, as set forth in the National Exchange Carrier's Access Services Tariff, apply as appropriate and shall be interpreted to apply per PRI				
7.	Custom configurations will be priced on a case-by-case basis.				

(N)

4. SERVICES (cont'd)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

4.3.7 ISDN-PRI BUNDLE

A. All regulations applicable to ISDN Primary Rate Service as specified above in Section 4 of this tariff apply to the ISDN PRI Bundle except as specified in this section below:

1. Includes unlimited local calling, the ISDN primary port, local distribution channel (LDC), Caller ID with Name and 1 DID block of 100 numbers (or fraction thereof). This bundle is provided under month-to-month, 1, 2 or 3 year terms. Term bundles have a one year minimum requirement. The bundle rates do not include the EUCL, surcharges or taxes.
2. ISDN PRI Bundle is not available with Foreign Exchange service, virtual network services and is not available with services provided under special contract.
3. Additional 100 blocks of DID numbers (or fraction thereof) and single DID telephone numbers, which may or may not be contiguous based on availability, are available for an additional monthly recurring charge for customers who have purchased the ISDN PRI Bundle for 1, 2 or 3 year terms. The term of the additional DID numbers is coterminous with the term of the ISDN PRI Bundle.
4. Conversion - Any existing ISDN PRI customer may convert to ISDN PRI Bundle. However, this will be considered a downgrade and termination charges will apply to the existing service agreement.
5. Termination for the ISDN PRI Bundle is as follows:
 - Number of months remaining (rounded down) x \$20 (1 year term)
 - Number of months remaining (rounded down) x \$40 (2 year term)
 - Number of months remaining (rounded down) x \$60 (3 year term)
 Additionally: If customer doesn't fulfill one year minimum requirement, the NRC will be re-rated to the MTM NRC totaling \$900.

(N)

(N)

4. SERVICES (cont'd) (C)

4.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd) (N)

4.3.8 ISDN-PRI BUNDLE RATES

A. ISDN PRI Bundle Monthly Rates and Charges

- 1. Primary Rate Interface, with 1 D-channel

\$ 600.00/ month
\$ 390.00/ 1year
\$ 375.00/ 2years
\$ 360.00/ 3years

Includes:
ISDN- PRI Port, Caller ID with Name,
DID block, 100-numbers (or fraction thereof),
and unlimited local calling
- 2. FCC End User Common Line Charges, as set forth in the NECA's Access Services Tariff, apply as appropriate and shall be interpreted to apply per PRI
- 3. Custom configurations will be priced on a case-by-case basis.

C. ISDN-PRI BUNDLE Non-Recurring Rates

- 1. Service Establishment Charge for Bundle Term:
 - Month-to-Month Plan \$ 900.00
 - (1, 2 or 3 years) Plans \$ 200.00

4. SERVICES (cont'd)

4.4 DSL Service (Wide Band Data Service)

(M) (T)

4.4.1 Description

(T)

DSL is available in multiple downstream (data stream being transmitted to the end user) and multiple upstream (data being transmitted from the end user) combinations. DSL Service is available only to commercial and residential customers subscribing to local phone service.

4.4.2 Rates

(T)

The standard monthly rate for the Company's non-switched DSL service for commercial and residential customers is ICB. Non-switched DSL services offered in bundles with other service will be priced ICB.

Pricing excludes the terminal adapter at the Customer premises with an Ethernet (10 Base-T) output. For Basic Local Telecommunication Service supplied over the DSL service refer to Section 4.1 for pricing and terms.

(T)

4.4.3 Upgrade

(T)

When a Customer upgrades from ISDN service to DSL service, where the DSL service will replace the ISDN service, the, existing ISDN service will be canceled without penalty. Any installation fee paid to the Company for installation of the ISDN service will be credited against any DSL installation fee to be charged to the Customer for the new DSL service.

(T)

4.5 Commitments

A Customer may elect to enter into a commitment to purchase any of the services offered by the Company for a period of one or two years. This election will result in a reduction of the charges for initial service connection, as specified in Section 7. If a Customer does not make, such an election, the Customer will purchase services on a month-to-month basis.

(M)

(M) Information on this page originally appeared on Sheet No. 36.

4. SERVICES (cont'd)

4.6 Reserved for Future Use

(N)

(N)

4. SERVICES (cont'd)

4.7 Directory Listings

4.7.1 Description

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

(M)

(T)

(T)

(T)

(T)

(M)

(M) Information previously found on Sheet No. 36.1

4. SERVICES (cont'd) (M)

4.7 Directory Listings (cont'd) (T)

4.7.1 Description (cont'd) (T)

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

4.7.2 Rates (T)

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

(M)

(M) Information previously found on Sheet No. 36.2