

P.S.C. MO. TARIFF NO. 1
TOTAL-TEL USA COMMUNICATIONS, INC.

ORIGINAL SHEET 1

TITLE SHEET

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MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

AUG 10 1994

OF

TOTALTEL USA COMMUNICATIONS, INC. MO. PUBLIC SERVICE COMM.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for intrastate interexchange telecommunications resellers provided by TotalTel USA Communications, Inc. ("TotalTel"), with principal offices at 470 Colfax Avenue, Clifton, New Jersey, 07013. This tariff applies for services furnished within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at TotalTel's principal place of business.

TotalTel operates as a competitive telecommunications company as defined by Case No. TO-88-142 within the State of Missouri.

DATE OF ISSUE: August 10, 1994 DATE EFFECTIVE: September 10, 1994

Warren H. Feldman, Esq., President
Total-Tel USA Communications, Inc.
470 Colfax Avenue
Clifton, New Jersey 07013

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WAIVER OF RULES AND REGULATIONS

Pursuant to Case No. TA94-370

AUG 10 1994

392.240(1)	Rates-reasonable average return on investment.	
392.270	Property valuation.	MO. PUBLIC SERVICE COMM.
392.280	Depreciation rates.	
392.290	Issuance of stocks and bonds.	
392.310	Issuance of stocks and bonds.	
392.320	Issuance of stocks and bonds.	
392.330	Issuance of stocks and bonds.	
392.340	Reorganization.	
4 CSR 240-10.020	Income on depreciation fund investments.	
4 CSR 240-30.010(2)(C)	Posting exchange rates at central offices.	
4 CSR 240-32.030(1)(B)	Exchange boundary maps.	
4 CSR 240-32.030(1)(C)	Record of access lines.	
4 CSR 240-32.030(2)	Records kept within state.	
4 CSR 240-32.050(3-6)	Telephone directories.	
4 CSR 240-32.070(4)	Coin telephones.	
4 CSR 240-33.030	Inform customers of lowest priced service.	

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CHECK SHEET

Sheets 1 through 30 inclusive of this tariff are effective 10/1/84 of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect MO. PUBLIC SERVICE COMM. date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
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21	Original
22	Original
23	Original
24	Original
25	Original
26	Original
27	Original
28	Original
29	Original
30	Original

* New or Revised Sheet

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TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1. MO PUBLIC SERVICE COMM.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

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

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SYMBOLS

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

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- C - To Signify Changed Regulation
- D - Delete or Discontinue
- I - Change Resulting In An Increase to A Customer's Bill
- M - Moved from Another Tariff Location
- N - New
- R - Change Resulting In A Reduction to A Customer's Bill
- T - Change in Text or Regulation But No Change In Rate or Charge

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a subscriber's location to TotalTel's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a subscriber, to enable TotalTel to identify the origin of the service customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Automated Operator Assisted Calls - Calls requiring assistance for completion or to arrange for billing, and completed by TotalTel using automated equipment without the intervention of a live operator.

Commission - Used throughout this tariff to mean the Missouri Public Service Commission ("Commission").

Customer - The calling party utilizing the services of TotalTel and responsible for the payment of charges, unless that responsibility has been accepted by others, such as in the case of collect, third party and room charge calls.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the long distance charges due for a completed call.

Operator Assisted Calls - Calls placed by dialing 0+ (area code)+(exchange)+(line number), i.e. "0+", or by dialing "00", with all subsequent dialing being performed by the telephone operator, i.e., "00". The following are examples of calls normally placed in this manner:

Calling Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local

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exchange or long distance telephone company for this purpose. An automated interface or a live operator's intervention is required to perform appropriate call completion functions and gather billing information on the calling card number to which the charges are to be billed.

Collect Calls - Calls for which charges are billed, not to the originating telephone number, but to the destination or terminating telephone number. An automated interface or a live operator's intervention is required to obtain agreement for the called party to accept the charges.

Credit Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a credit card, such as VISA or American Express. An automated interface or a live operator's intervention is required to perform appropriate call completion functions and gather billing information on the credit card account number to which the charges are to be billed.

Person-to-Person Calls - Calls which are placed under the stipulation that the caller will speak only to a specific called party. An automated interface or a live operator's intervention is required on calls of this type to determine whether the specified called party is available to accept the call, satisfying the stipulation under which the call was placed.

Third Party Calls - Calls for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number. An automated interface or a live operator's intervention is required to record the telephone number to which the charges are to be billed and to obtain agreement from the third party to accept the charges.

Operator Services - The automated interface services or the live operator intervention services provided in connection with placing an Operator Assisted Call.

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Operator Service Charge - A non-measured (fixed) charge which is added to a measured charge in calculating the total charges due for a completed Operator Assisted Call. REC-10 1994

Subscriber - The person, firm, corporation or other legal entity which enters into arrangements for TotalTel resale or operator assisted telecommunications services and is responsible for compliance with applicable tariff regulations. MO PUBLIC SERVICE COMM.

TotalTel or the Company - Used throughout this tariff to mean TotalTel USA Communications, Inc., a New Jersey corporation.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

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SECTION 2 - RULES AND REGULATIONS

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2.1 Undertaking of TotalTel USA Communications, Inc.

This tariff contains the regulations and rates applicable to intrastate resale and alternate operator telecommunications services provided by TotalTel for telecommunications between points within the State of Missouri. Resale and alternate operator services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Missouri Public Service Commission's rules. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers or subscribers interested in the Company's services shall file a service application with the Company which fully identifies the customer, the services requested and other information requested by the Company. The Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to a service provided by the Company. The customer shall be responsible for all charges due for such service arrangement.

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- 2.1.1 The resale and alternate operator services of TotalTel are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but do include the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission. **SEP 10 1994**
MO PUBLIC SERVICE COMM.
- 2.1.2 The rates and regulations contained in this tariff apply only to the resale and operator assisted services furnished by TotalTel and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of TotalTel.
- 2.1.3 The services of TotalTel shall be furnished to customers who are patrons, patients, students, and other authorized users of the terminal telephone or other facilities of privately or publicly owned coin and coinless operated telephone station providers, hotels/motels, hospitals, airports, colleges, universities, and other subscribers. TotalTel enters into arrangements with such subscribers providing for the availability of TotalTel's nationwide services, including the intrastate services offered under the terms and conditions of this tariff.

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2.2 Use of Services

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- 2.2.1 TotalTel's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services. **MO. PUBLIC SERVICE COMM.**
- 2.2.2 The use of TotalTel's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of TotalTel's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 TotalTel's services are available for use twenty-four hours per day, seven days per week.
- 2.2.5 TotalTel does not transmit messages, but the services may be used for that purpose.
- 2.2.6 TotalTel's services may be denied for nonpayment of charges or for other violations of this tariff.

2.3 Liability of TotalTel

- 2.3.1 TotalTel shall not be liable for loss or damage sustained by reason of any failure in or breakdown of facilities associated with TotalTel's resale or operator assisted service or for any interruption or delay of services, whatever shall be the cause of such failure, breakdown or interruption and whether negligent or otherwise and however long it shall last.

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In no event shall TotalTel's liability for any services exceed the charges applicable under this tariff for such service.

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- 2.3.2 TotalTel shall be indemnified and saved harmless by any subscriber, customer or by any other entity against claims for libel, slander, or the infringement of copyright arising from the material transmitted over its resale or operator assisted services; and against all other claims arising out of any act or omission of a subscriber or of any other entity in connection with the resale or operator assisted services provided by TotalTel.
- 2.3.3 TotalTel shall not be liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the resale or operator assisted services provided by TotalTel.
- 2.3.4 TotalTel shall not be liable for any personal injury or death of any person or persons, or for any loss or damage sustained by reason of acts, mistakes, omissions, errors or defects in providing its resale or operator assisted services, whatever shall be the cause and whether negligent or otherwise.
- 2.3.5 TotalTel shall not be liable for and shall be indemnified and saved harmless by any subscriber, customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any subscriber, customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any subscriber, customer or

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any other entity or any other property whether owned or controlled by the subscriber, customer or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the subscriber, customer, or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities or equipment provided by TotalTel which is not the direct result of TotalTel's gross negligence. No agents or employees of any other entity shall be deemed to be the agents or employees of TotalTel.

- 2.3.6 TotalTel shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppages or other labor difficulties, and any law, order, regulation or other action of any governing authority or agency thereof.

2.4 Responsibilities of the Subscriber

- 2.4.1 The subscriber is responsible for placing any necessary orders and complying with tariff regulations and for assuring that customers comply with tariff regulations. The subscriber is also responsible for the payment of charges for calls originated at the subscriber's number which are not collect, third party, calling card, or credit card calls.
- 2.4.2 The subscriber is responsible for charges incurred for special construction and/or special facilities which the subscriber requests and which are ordered by TotalTel on the subscriber's behalf.

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- 2.4.3 If required for the provision of TotalTel's services, the subscriber shall provide any equipment space, supporting structure, conduit and electrical power without charge to TotalTel.
- 2.4.4 The subscriber is responsible for arranging access to its premises at times mutually agreeable to TotalTel and the subscriber when required for TotalTel personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of TotalTel's services.
- 2.4.5 The subscriber shall cause the temperature and relative humidity in the equipment space provided by subscriber for the installation of TotalTel's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The subscriber shall ensure that the equipment and/or system is properly interfaced with TotalTel's facilities or services, that the signals emitted into TotalTel's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other subscribers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, TotalTel will permit such equipment to be connected with its channels without the use of protective interface devices.

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If the subscriber fails to maintain the equipment and/or the system properly resulting imminent harm to TotalTel equipment, personnel or the quality of service to other subscribers, TotalTel may, upon written notice, require the use of protective equipment at the subscriber's expense. If this fails to produce satisfactory quality and safety, TotalTel may, upon written notice, terminate the subscriber's service.

- 2.4.7 The subscriber must pay TotalTel for replacement or repair of damage to the equipment or facilities of TotalTel caused by negligence or willful act of the subscriber, customers or others, by improper use of the services, or by use of equipment provided by subscriber, customer or others.
- 2.4.8 The subscriber must pay for the loss through theft of any TotalTel equipment installed at subscriber's premises.
- 2.4.9 The subscriber shall place tent cards, telephone stickers or other printed documentation furnished by or with the approval of TotalTel on or in close proximity to all telephones capable of accessing TotalTel's services and shall take reasonable action to replace any documentation which may be removed, defaced or otherwise rendered unavailable.
- 2.4.10 If TotalTel installs equipment at subscriber's premises, the subscriber shall be responsible for payment of an installation charge.

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2.5 Responsibilities of the Customer

- 2.5.1 The customer is responsible for payment of the charges set forth in this tariff unless the responsibility for such payment has been accepted by the called party, a third party, or a subscriber. AUG 10 1994 MO. PUBLIC SERVICE COMM.
- 2.5.2 The customer is responsible for compliance with the applicable regulations set forth in this tariff.
- 2.5.3 The customer is responsible for establishing its identity as often as necessary during the course of a call.
- 2.5.4 The customer is responsible for identifying the station, party, or person with whom communication is desired and/or made at the called number.

2.6 Cancellation or Interruption of Services

- 2.6.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the subscriber or the customer, TotalTel may immediately discontinue services to a subscriber or may withhold the provision of ordered or contracted services. At least twenty-four (24) hours preceding discontinuance, a reasonable effort shall be made to contact the customer or subscriber to advise him of the proposed discontinuance and what steps must be taken to avoid it:
- 2.6.1.A For nonpayment of any sum due TotalTel for more than twenty-five (25) days after issuance of the bill for the amount due,

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- 2.6.1.B For violation of any of the provisions of this tariff
- 2.6.1.C For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over TotalTel's services, or
- 2.6.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting TotalTel from furnishing its services.
- 2.6.2 Without incurring liability, TotalTel may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of subscriber and TotalTel's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 2.6.3 Service may be discontinued by TotalTel without notice to the subscriber, by blocking traffic to certain countries, cities or NXX exchanges, or by blocking calls using certain customer authorization codes, when TotalTel deems it necessary to take such action to prevent unlawful use of its service. TotalTel will restore service as soon as it can be provided without undue risk, and will, upon request by the customer affected, assign a new authorization code to replace the one that has been deactivated.

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2.7 Credit Allowance

2.7.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of the customer's equipment provided by the customer, are subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.

2.7.2 For purposes of credit computation, every month shall be considered to have 720 hours.

2.7.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

2.7.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - monthly charge for affected activity

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2.8 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

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2.9 Deposit

The Company reserves the right to examine the credit record of all service applicants and may require a deposit when determined to be necessary to assure future payment.

2.10 Collection Costs

The customers shall be liable to the Company for all costs of collection.

2.11 Taxes

All federal, state and local taxes (e.g., excise tax, gross receipts tax, sales tax, municipal utilities tax) are billed as separate line items and are not included in the quoted rates.

2.12 Late Charge

A late fee of 1.5% monthly will be charged on any past due balances for business customers only, not residential.

2.13 Returned Check Charge

A fee of \$20.00, or five percent of the amount of the check, whichever is greater, will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

2.14 Reconnection Charge

A reconnection fee of \$25.00 per occurrence will be charged when service is re-established for customers which have been disconnected due to non-payment.

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SECTION 3 - DESCRIPTION OF SERVICE

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3.1 Computation of Charges

- 3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be a variable measured charge dependent on the duration and time of day of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls, which are not operator assisted, are measured in six second increments, with a thirty second minimum per call. Operator assisted calls are measured in one minute increments, with a one minute minimum per call. All calls are rounded up to the next whole increment. The total charge for each completed operator assisted call consists of two charge elements: fixed operator service charge, dependent on the type of billing selected (i.e., calling card, charge third party or other) and /or the completion restriction selected (i.e., station-to-station or person-to-person) and/or the manner in which the call is placed; and a variable measured charge discussed above.
- 3.1.2 Where mileage bands appear in a rate table, rates for all calls are based upon the airline distance between the originating and terminating points of the call, as determined by the vertical and horizontal coordinates associated with the exchange (the area code and three digit central office code) associated with the originating and terminating telephone numbers. If the Customer obtains access to the Company's network by a dedicated

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access circuit, that circuit will be assigned an exchange for rating purposes based upon the Customer's main telephone number at the location where the dedicated access circuit terminates. The and horizontal (V & H) coordinates for each exchange and the airline distance between them will be determined according to the V&H Coordinate table contained in AT&T's FCC Tariff No. 10 which is incorporated herein by reference.

3.1.3 Timing of each call begins as specified below in Section 3.1.4, and ends when the calling party hangs up, where answer supervision is available. In no event will time begin before sixty (60) seconds from the intervention of the operator or automated equipment, except where positive answer detection capability exists.

3.1.4 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. TotalTel will not bill for uncompleted calls.

3.2 Billing Arrangements

3.2.1 Calling Card, Collect and Charge Third Party Calls

Charges for calls of this type will be included on the customer's or called to or third party's regular or business telephone bill pursuant to billing and collection agreements established by TotalTel or its intermediary with the applicable telephone company.

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3.2.2 Credit Card Calls

Charges for credit card calls will be included on the customer's regular monthly statement from the card-issuing company.

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3.2.3 Room Charge Calls

When requested by the customer, and authorized by the subscriber, the charges may be provided for inclusion on the customer's bill from a hotel, motel, hospital or other facility. In such cases, TotalTel will provide a record of the call detail and charges to the hotel, motel, hospital or other facility, for such billing purposes.

3.3 Validation of Credit

TotalTel reserves the right to validate the credit worthiness of customers through available calling card, credit card, called number, third party telephone number, and room verification procedures. When a requested billing method cannot be validated, the customer may be required to provide an acceptable alternate billing method or TotalTel may refuse to place the call.

3.4 Customer Complaints and/or Billing Disputes

Any objection to billed charges should be reported promptly to TotalTel. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

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If notice of a dispute as to charges is not received in writing by TotalTel, within thirty (30) days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the customer. AUG 10 1994

If a customer or subscriber accumulates more than five Hundred Dollars (\$500.00) of undisputed delinquent TotalTel 800 Service charges, the TotalTel Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full. MO PUBLIC SERVICE COMM.

3.5 Billing Entity Conditions

When billing functions on behalf of TotalTel or its intermediary are performed by local exchange telephone companies, credit card companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. TotalTel's name and toll-free telephone number will appear on the end user's bill.

3.6 Service Offerings

3.6.1 1+ Dialing

The customer utilizes "1+" dialing, or "10XXX" dialing followed by "1 + ten digits" for interLATA calls, or dials "10XXX" followed by "1 + 7 digits" or "1 + 10 digits" for intraLATA calls.

3.6.2 Travel Cards.

The customer utilizes an 11 digit "800" access number established by TotalTel to access a terminal. Upon receiving a second dialtone, the customer uses push button dialing to enter an identification code assigned by the Company, followed by the ten digit number of the called party.

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3.6.3 800 Service (Toll free).

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This service is a direct access, incoming only, usage sensitive WATS offering requiring a dedicated access line for use. This is a service whereby a customer can be billed at reduced rates for calls to his premises.

3.6.4 WATS Service.

This service is a direct access mileage, usage sensitive WATS offering requiring a dedicated access line for the customer to use this service. This is an outbound service only; no incoming calls will terminate over the dedicated lines used for this service.

3.6.5 Operator Assisted Services.

The Company may offer operator assisted services on calls where facilities and available personnel permit. Operator Service may include live operator or automated operated functions, for the purpose of assisting in the processing of telephone service. Calls will be timed as follows:

3.6.5.A Person to Person and Collect Calls.

Timing commences when the specified person or the called party accepts the call or the charges.

Timing concludes when the Company receives a signal from the local exchange company indicating that either the calling party or the called party has hung up.

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3.6.5.B Station to Station Calls.

Timing commences when ~~the~~ ^{AUG 10 1994} called party answers.

Timing concludes when ~~the~~ ^{MO. PUBLIC SERVICE COMM.} Company receives a signal from the local exchange company indicating either the calling party or the called party has hung up.

3.6.6 Service Standards for Operator Services

3.6.6.A TotalTel will not knowingly bill for incomplete calls and will remove any charges for incomplete calls upon subscriber notification or its knowledge of the charges for incomplete calls.

3.6.6.B TotalTel will advise the caller and the billed party that TotalTel is the operator service provider at the time of initial contact.

3.6.6.C TotalTel will provide rate quotes, including all rate components and additional charges, upon request, at no charge.

3.6.6.D TotalTel will allow only tariff charges approved by the Commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies (LECS) on behalf of the Company and will not collect location

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surcharges imposed by traffic
aggregators.

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3.6.6.E TotalTel will arrange for
listing of its name on a LEC's
billing of TotalTel charges,
if the LEC has multi-carrier
bill listing capability.

3.6.6 Local Calls and Directory Assistance.

Local calls will not be accepted or
completed. TotalTel does not provide
local directory assistance. Access to
long distance directory assistance is
obtained by dialing 0 + 555-1212 for
listings within the originating area code
and 0 + (area code) + 555-1212 for other
listings. A flat charge of \$0.60 applies
for each connected call to directory
assistance.

3.6.7 Emergency Call Handling Procedures

Emergency "911" calls are not routed to
company, but are completed through the
local network at no charge.

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SECTION 4 - RATES

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4.1 1 + Dialing

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TotalTel will charge a flat rate per minute of \$.26
with no time of day discounts and without regard to mileage. ~~NO PUBLIC SERVICE COMM.~~

4.2 Operator Assisted

Rate	DAY		EVENING		NIGHT/WEEKEND	
	Initial	Each Add'l	Initial	Each Add'l	Initial	Each Add'l
Mileage	Minute	Minute	Minute	Minute	Minute	Minute
1-10	\$.1900	\$.0900	\$.1425	\$.0675	\$.0950	\$.0450
11-22	0.2600	0.1600	0.1950	0.1200	0.1350	0.0800
23-55	0.2700	0.2180	0.2025	0.1635	0.1550	0.1140
56-124	0.2700	0.2200	0.2025	0.1650	0.1585	0.1185
125-292	0.2700	0.2260	0.2025	0.1700	0.1610	0.1235
293-430	0.2700	0.2300	0.2025	0.1725	0.1625	0.1235
431-624	0.2700	0.2350	0.2025	0.1725	0.1660	0.1285

4.3 Travel Cards

TotalTel will charge a flat rate per minute of \$.30
with no time of day discounts and without regard to mileage.

4.4 800 Service

\$.26 per minute (No time-of-day discounts apply)

4.5 WATS Service

\$.24 per minute (No time-of-day discounts apply)

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4.6 Service Charges and Surcharges Per Message

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A.	Customer Dialed Calling Card Station	
	Customer Dialed/Automated	\$.80
	Customer Dialed and Operator Assisted	.80
	Customer Dialed - Operator Must Assist	.80
B.	Station	
	Customer Dialed Collect, Billed to Third Number	1.75
	Operator Dialed Collect, Billed to Third Number	1.75
	Operator Dialed, Billed to a Calling Card	1.75
C.	Person	
	Customer Dialed Collect, Billed to Third Number, Calling Card, Sent Paid	3.50
	Operator Dialed Collect, Billed to Third Number, Sent Paid	3.50
	Operator Dialed, Billed to a Calling Card	3.50
D.	Operator Dialed Surcharge ¹	.75

Note 1: The Operator Dialed Surcharge applies to those calls which the customer has the ability to dial, but chooses instead to have the Operator dial.

4.7 Application of Service Charges and Surcharges

TYPE OF CALL	SERVICE CHARGE	OPERATOR DIALED SURCH.
Dial Station (customer dialed 1+)	No	No
Customer Dialed Calling Card Sta.(0+)	Yes	No
Operator Station (customer dialed 0-) collect, billed to third number	Yes	No
Operator Station (operator dialed 0-) collect, billed to third number,	Yes	Yes

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Operator Station (operator dialed 0-) Yes
billed to calling card

No

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Person-to Person (customer dialed 0+) Yes
collect, billed to third number, calling
card, sent paid

No

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Person-to-Person (operator dialed 0-) Yes
collect, billed to third number,
sent paid

Yes

Person-to-Person (operator dialed 0-) Yes
billed to a calling card

No

4.8 Rate Periods

Day: 8 a.m. - 5 p.m.*, Monday - Friday
Evening: 5 p.m. - 11 p.m.*, Sunday - Friday
Night: 11 p.m. - 8 a.m.*, All Days
Weekend: 8 a.m. - 11 p.m.*, Saturday
Weekend: 8 a.m. - 5 p.m.*, Sunday

* To, but not including

When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

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