

MISSOURI

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

Conversant Technologies, Inc.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of intrastate interexchange telecommunications services provided by Conversant Technologies, Inc. ("CTI") to inmates of correctional or confinement institutions within the state of Missouri. This tariff is on file with the Missouri Public Service Commission. Copies may be inspected during normal business hours at the Company's principle place of business.

Conversant Technologies, Inc. operates as a competitive telecommunications company within the state of Missouri.

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By:

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CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
Title	Original	*	21	Original	*
1	Original	*	22	Original	*
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* - indicates those pages included with this filing.

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COMPETITIVE TELECOMMUNICATIONS COMPANY WAIVERS

Conversant Technologies, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

STATUTES

- | | | |
|------------|---|---------------------------------------|
| 392.210.2 | - | Uniform System of Accounts |
| 392.240(1) | - | Just & Reasonable Rates |
| 392.270 | - | Ascertain Property Values |
| 392.280 | - | Depreciation Accounts |
| 392.290 | - | Issuance of Securities |
| 392.300.2 | - | Acquisition of Stock |
| 392.310 | - | Issuance of stock and debit |
| 392.320 | - | Stock dividend payment |
| 392.330 | - | Issuance of securities, debts & notes |
| 392.340 | - | Reorganization |

COMMISSION RULES

- | | | |
|------------------|---|----------------------------|
| 4 CSR 240-10.020 | - | Depreciation fund income |
| 4 CSR 240-30.040 | - | Uniform system of accounts |

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SYMBOLS

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

- (D) - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

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TARIFF FORMAT

A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between sheets 14 and 15 would be 14.1.

B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.

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.

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to automated operator assisted services provided by Conversant Technologies, Inc. for use by inmates in correctional institutions within the State of Missouri.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a CTI switching center or designated point of presence.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Customer or End User - The person, firm, corporation or other entity which uses CTI's service and is responsible for payment of charges and compliance with the Company's tariff.

Company or Carrier - Conversant Technologies, Inc., unless otherwise clearly indicated by the context.

Commission - The Missouri Public Service Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

CTI - Used throughout this tariff to mean Conversant Technologies, Inc.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Inmates - The jailed or confined population of correctional or confinement institutions.

LEC - Local Exchange Company.

Subscriber - The correctional institution which contracts for CTI's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Conversant Technologies, Inc.

CTI's services and facilities are furnished for communications originating at correctional or confinement institutions within the state of Missouri. The terms of this tariff apply to CTI's intrastate calls.

CTI provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff.

The Company's services and facilities are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Limitations

- 2.3.1** CTI provides calling services to inmates of confinement/correctional institutions.
- 2.3.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.3.3** CTI reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.3.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.5** All facilities provided under this tariff are directly or indirectly controlled by Conversant Technologies, Inc. and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.3.6** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.4 Liabilities of Company**

- 2.4.1** CTI's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.4.2** The Company shall not be liable for any defacement of or damages to the premises of a Customer or Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence
- 2.4.3** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.4** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer, End User or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.
- 2.4.5** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorata charge to the Customer for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Deposits and Advance Payments****2.5.1 Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

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Unless otherwise indicated, all state and local taxes (i.e., sales tax, municipal utilities tax) are charged separately and are not included in the quoted rates.

2.6.1 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), a per call charge may be applied to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call, up to \$0.56

2.6.2 Missouri Universal Service Fund

- A. The Company will place, on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Missouri Public Service 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).

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Payment for Service****2.7.1 Payment for Service**

The Customer is responsible for payment of all charges for services furnished to the Customer or to an end user of the Customer by CTI. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.7.2 Disputed Charges

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's charges shall be made to the extent that circumstances exist which reasonably indicates that such changes are appropriate.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Payment for Service, (Cont'd.)****2.7.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require the customer to establish a prepaid account.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.7.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

2.7.5 Late Payment Fees

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 Refusal or Discontinuance by Company

2.8.1 CTI may refuse or discontinue service with proper notice to the Customer for any of the following reasons:

- A.** For failure of the Customer to pay a bill for service when it is due.
- B.** For failure of the Customer to make proper application for service.
- C.** For Customer's violation of any of the Company's rules on file with the Commission.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

2.8.2 CTI may refuse or discontinue service without notice for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.9 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

2.10 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

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SECTION 3 -DESCRIPTION OF SERVICE**3.1 General**

Conversant Technologies, Inc. provides automated operator-assisted services for communications originating and terminating within the State of Missouri. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering or call duration. Customers are charged based on their use of CTI's services. No installation charges apply.

3.2 Timing of Calls

3.2.1 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 Unless otherwise specified in this tariff, the minimum initial period for billing purposes is one (1) minute.

3.2.4 Unless otherwise specified in this tariff, billing for usage after the initial period is in full one (1) minute increments.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. CTI will terminate a call if the called party does not accept responsibility for the charges.

3.2.6 Unless otherwise specified in this tariff, usage is measured and rounded to the higher full minute for billing purposes.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.3 Special Conditions for Inmate Services**

A number of special blocking and screening capabilities are available with institutional operator services provided by Conversant. These capabilities allow Confinement Facilities to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the facility.

For services provided to Inmates of Confinement Facilities, the following special conditions apply:

- a. At the request of the Confinement Facility, CTI may block inmate access to "800", "888", "950-XXXX", "10XXXX" numbers and other carriers or operator service providers.
- b. At the request of the Confinement Facility, CTI may block inmate access to "911", "411", or local operators reached through "0-" dialing.
- c. At the request of the Confinement Facility, Conversant may block inmate access to specific telephone numbers.
- d. Availability of the Company's services may be restricted by the Confinement Facility to certain hours and/or days
- e. If notices or signage concerning the Company's services cannot be posted with its instruments, such information is provided to the administration of each Confinement Facility where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the institution's administration.
- f. At the request of the Confinement Facility, the Company may place time limits on local and long distance calls placed using its services.
- g. At the request of the Confinement Facility, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.
- h. Calls to "900", "976" or other pay-per-call services are blocked by the Company.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)

3.4 CTI Institutional Automated Collect Operator Service

Conversant Technologies Inc.'s Collect Calling Service is provided for use by inmates of Confinement Institutions within the state of Missouri. Interstate service is offered in conjunction with intrastate service.

Charges are based on call duration. Per-minute usage sensitive charges, as well as a per-call operator service charge, may apply. Calls are billed in full minute increments.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.5 CTI Prepaid Institutional Calling Services****3.5.1 General**

Conversant's Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. The Available Usage Balance expires 90 days from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid accounts may be replenished; the minimum initial deposit or replenishment amount is \$50.00.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.5 CTI Prepaid Institutional Calling Services, (Cont'd.)****3.5.1 General, (Cont'd.)****A. Option A: Prepaid Debit Account**

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account, via the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

Prepaid debit accounts maybe closed at anytime. Remaining balances are refundable upon request after deducting all call charges, applicable taxes and transaction fees. Prepaid debit accounts will be closed automatically following 90 days of no activity.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.5 CTI Prepaid Institutional Calling Services, (Cont'd.)****3.5.1 General, (Cont'd.)****B. Option B: Prepaid Collect Service**

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. A prepaid account is set up by the Company. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Prepaid debit accounts maybe closed at anytime. Remaining balances are refundable upon request after deducting all call charges, applicable taxes and transaction fees. Prepaid debit accounts will be closed automatically following 90 days of no activity.

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SECTION 4 - RATES**4.1 General**

Each Customer is charged individually for each call placed through the Company.

Customers are billed based on their use of Conversant Technologies, Inc.'s service. No fixed monthly recurring charges apply.

4.2 Miscellaneous Charges**4.2.1 Billing Cost Recovery Fee**

In order to partially offset increased expenses associated with billing calls via local exchange carriers, a billing cost recovery fee will apply each billing period in which local or long distance collect calls are billed through a Customer's local exchange carrier. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

Billing Cost Recovery Fee, per month where applicable \$2.49

4.2.2 Damaged Equipment Cost Recovery Charge

At the request of the correctional facility, this charge will apply to automated collect calls which are placed by inmates of the facility when such calls are provided through the Company's own processing equipment at that facility. The purpose of the charge is to recover the costs of repair to the phone equipment as a result of damage caused by inmates housed at the correctional facility. This charge will apply in addition to all applicable usage charges and operator assistance service charges specified herein.

Charge per call, up to \$0.85

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SECTION 4 - RATES, (CONT'D.)**4.3 CTI Institutional Collect-Only Service Rates**

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the CTI network. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.1 Collect-Only Rates and Charges**A. Option A****1. Local**

Charge, per Call: \$3.00

2. IntraLATA

Rate Per Minute: \$0.50

Station-to-Station Surcharge: \$2.50

3. InterLATA

Rate Per Minute: \$0.50

Station-to-Station Surcharge: \$3.00

B. Option B**1. Local**

Charge, per Call: \$4.00

2. IntraLATA

Rate Per Minute: \$0.50

Station-to-Station Surcharge: \$3.00

3. InterLATA

Rate Per Minute: \$0.50

Station-to-Station Surcharge: \$3.50

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SECTION 4 - RATES, (CONT'D.)**4.4 CTI Institutional Prepaid Calling Services - Prepaid Debit Account****4.4.1 Prepaid Debit Account Rates and Charges****A. Option A****1. Local**

Charge, per Call: \$2.75

2. IntraLATARate Per Minute: \$0.45
Station-to-Station Surcharge: \$2.25**3. InterLATA**Rate Per Minute: \$0.45
Station-to-Station Surcharge: \$2.75**B. Option B****1. Local**

Charge, per Call: \$3.75

2. IntraLATARate Per Minute: \$0.45
Station-to-Station Surcharge: \$2.75**3. InterLATA**Rate Per Minute: \$0.45
Station-to-Station Surcharge: \$3.25

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SECTION 4 - RATES, (CONT'D.)**4.5 CTI Prepaid Institutional Calling Services - Prepaid Collect Service****4.5.1 Prepaid Collect Service Rates and Charges****A. Option A****1. Local**

Charge, per Call: \$2.75

2. IntraLATA

Rate Per Minute: \$0.45

Station-to-Station Surcharge: \$2.25

3. InterLATA

Rate Per Minute: \$0.45

Station-to-Station Surcharge: \$2.75

B. Option B**1. Local**

Charge, per Call: \$3.75

2. IntraLATA

Rate Per Minute: \$0.45

Station-to-Station Surcharge: \$2.75

3. InterLATA

Rate Per Minute: \$0.45

Station-to-Station Surcharge: \$3.25

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