

TITLE SHEET

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF
OF
VERIZON SELECT SERVICES INC.

This Tariff contains the regulations, rates and charges applicable to the provision of interexchange telecommunications services by Verizon Select Services Inc., ("Carrier"), within the State of Missouri, subject to the jurisdiction of the Missouri Public Service Commission ("Commission"). This Tariff is on file with the Commission, and copies may be inspected, during normal business hours, at the office of Verizon Select Services Inc., located at 600 Hidden Ridge, 2nd Floor, Irving, TX 75038. (T)

Verizon Select Services Inc. operates as a competitive telecommunications company, as defined by Case No. T0-88-142, within the State of Missouri.

Issued: June 1, 2001

Effective: July 1, 2001

by:

Donald R. Fowler, Director - Tariffs
Verizon Select Services Inc.
600 Hidden Ridge, 2nd Floor
Irving, TX 75038

WAIVER OF RULES AND REGULATIONS

Pursuant to Case No. TA-95-363, the following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

STATUTES

Section 392.240(1)	Ratemaking
Section 392.270	Valuation of property (ratemaking)
Section 392.280	Depreciation accounts
Section 392.290	Issuance of securities
Section 392.310	Stock and debt issuance
Section 392.320	Stock dividend payment
Section 392.330	Issuance of securities, debt and notes
Section 392.340	Reorganization(s)

COMMISSION RULES

4 CSR 240-10.020	Depreciation fund income
4 CSR 240-30.010(2)(C)	Rate schedules
4 CSR 240-30.040	Uniform system of accounts
4 CSR 242-32.030(1)(B)	Exchange boundary maps
4 CSR 240-32.030(1)(C)	Record keeping
4 CSR 240-32.030(2)	In-state record keeping
4 CSR 240-32.050(3)	Local office record keeping
4 CSR 240-32.050(4)	Telephone directories
4 CSR 240-32.050(5)	Call intercept
4 CSR 240-32.050(6)	Telephone number changes
4 CSR 240-32.070(4)	Public coin telephones
4 CSR 240-33.030	Minimum charges rule
4 CSR 240-33.040(5)	Finance Fee

OTHER RULES

Issued: September 29, 2000

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by:

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CHECK SHEET

The pages listed 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.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revised</u>
1	1st Revised	27	1st Revised	38.1	Original
2	Original	28	2nd Revised	38.2	5th Revised
3	74th Revised*	29	2nd Revised	38.3	7th Revised
3.1	62nd Revised*	30	2nd Revised	38.4	4th Revised
4	2nd Revised	31	2nd Revised	38.5	1st Revised
5	12th Revised	32	2nd Revised	38.6	2nd Revised
5.1	5th Revised	32.1	3rd Revised	38.6.1	6th Revised
6	Original	32.2	Original	38.6.2	2nd Revised
7	1st Revised	33	3rd Revised	38.6.3	Original
8	2nd Revised	34	5th Revised	38.6.4	Original
9	1st Revised	34.1	Original	38.6.5	Original
9.1	1st Revised	35	3rd Revised	38.6.6	Original
10	1st Revised	35.1	Original	38.6.7	Original
10.1	Original	36	2nd Revised	38.6.8	Original
11	Original	37	2nd Revised	38.6.9	1st Revised
12	Original	37.1	2nd Revised	38.6.10	2nd Revised
13	Original	37.2	2nd Revised	38.6.10.1	Original
14	Original	37.2.1	7th Revised	38.6.11	1st Revised
15	Original	37.2.2	5th Revised	38.6.12	1st Revised
16	Original	37.2.3	4th Revised	38.6.13	1st Revised
17	Original	37.2.4	4th Revised	38.6.13.1	Original
18	Original	37.2.5	2nd Revised	38.6.13.2	Original
18.1	1st Revised	37.3	1st Revised	38.6.13.3	Original
18.2	Original	37.4	1st Revised	38.6.13.4	Original
18.3	Original	37.4.1	1st Revised	38.6.13.5	Original
18.4	1st Revised	37.5	1st Revised	38.6.13.6	Original
18.5	1st Revised	37.6	2nd Revised	38.6.14	1st Revised
19	Original	37.6.1	Original	38.6.15	1st Revised
20	Original	37.7	3rd Revised	38.6.16	1st Revised
21	Original	37.7.1	3rd Revised	38.6.17	1st Revised
22	1st Revised	37.7.2	Original	38.6.18	Original
23	1st Revised	37.8	2nd Revised	38.6.19	Original
24	1st Revised	37.9	2nd Revised	38.6.20	Original
25	Original	37.10	2nd Revised	38.6.21	1st Revised
26	Original	37.11	Original	38.6.22	8th Revised
		38	1st Revised		

* New or Revised Sheet

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by:

Director - Tariffs
Verizon Select Services Inc.
600 Hidden Ridge, 2nd Floor
Irving, TX 75038

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RECORDS ONLY

P.S.C. MO. No. 1

VERIZON SELECT SERVICES INC.

61st Revised Sheet 3.1

~~62nd Revised Sheet 3.1~~

Cancels ~~61st Revised Sheet 3.1~~

60th Revised Sheet 3.1

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38.6.24	2nd Revised	42.9	1st Revised*	44.19.1	Original
38.6.25	2nd Revised	42.10	2nd Revised*	44.19.2	Original
38.6.26	Original	42.11	1st Revised*	44.19.3	Original
38.6.27	1st Revised	42.12	1st Revised*	44.19.4	Original
38.6.28	Original	42.13	1st Revised*	44.19.5	Original
38.6.29	1st Revised	42.14	Original	44.19.6	Original
38.6.30	1st Revised	43	5th Revised	44.19.7	Original
38.6.31	Original	43.1	3rd Revised	44.19.8	Original
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38.6.34	Original	43.4	2nd Revised	44.22	1st Revised
38.6.35	1st Revised	43.5	2nd Revised	44.23	3rd Revised
38.6.36	Original	43.6	2nd Revised	44.24	10th Revised
38.6.37	Original	43.7	2nd Revised	44.25	4th Revised
38.6.38	Original	43.8	2nd Revised	45	3rd Revised
38.6.39	Original	43.9	2nd Revised	45.1	4th Revised
38.6.40	Original	43.10	2nd Revised	45.2	4th Revised
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38.7	Original	43.13	3rd Revised	48	6th Revised
39	1st Revised	43.14	2nd Revised	49	10th Revised*
40	2nd Revised	43.15	2nd Revised	50	4th Revised*
41	4th Revised	44	4th Revised	51	11th Revised*
42	3rd Revised*	44.1	1st Revised	52	4th Revised*
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42.4	1st Revised	44.8.1	1st Revised	54.6	Original
42.5	1st Revised	44.9	6th Revised	54.7	Original
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42.7	1st Revised*	44.10.1	1st Revised	55	3rd Revised
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		44.14	1st Revised	59	3rd Revised
		44.14.1	Original	60	3rd Revised
		44.15	2nd Revised	61	1st Revised
		44.16	Original		
		44.17	Original		
		44.18	Original		

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Director - Tariffs
Verizon Select Services Inc.
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TARIFF FORMAT

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

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. Because of the various suspension periods and deferrals the Commission follows in its Tariff approval process, the most current page number on file with the Commission is not always the Tariff page in effect. Consult the check sheet for the page currently in effect.

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)

Check Sheet - When a Tariff filing is made with the Commission an updated check sheet accompanies the filing. The check sheet lists the pages contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There are no other symbols used on the check sheet if these are the only changes made to it. The Tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.

EXPLANATION OF SYMBOLS

Changes to this Tariff are identified on the revised page(s) through the use of symbols. The following are the symbols used and the change indicated by them:

- (C) - To signify a changed regulation
- (D) - To signify a discontinued rate or regulation
- (I) - To signify an increase in rate or charge
- (M) - To signify material relocated from one page to another without change
- (N) - To signify a new rate or regulation
- (R) - To signify a reduced rate or charge
- (S) - To signify a correction or reissued matter
- (T) - To signify a change in text but no change in rate or regulation

REGISTERED SERVICE MARKS

(D)
|
(D)

APPLICATION OF TARIFF

This Tariff section contains the regulations, rates and charges applicable to the provision of interexchange telecommunications services by Verizon Select Services Inc. ("Carrier") for the use of Customers transmitting messages within the state of Missouri subject to the jurisdiction of the Missouri Public Service Commission ("Commission").

This Tariff is on file with the Commission. In addition, this Tariff is available for review at the main office of Verizon Select Services Inc., located at 600 Hidden Ridge, 2nd Floor, Irving, TX 75038.

As of August 1, 2001, all previous references herein to Carrier's F.C.C. Tariffs, insofar as the service description, rates, and terms and conditions which have been or will become detariffed, shall be construed to be references to Carrier's Federal Rate Schedules located at <http://www.verizon.com/tariffs>. (N)
(N)

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SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS

Acceptance and Confirmation - Written acknowledgment to Customer that an application for service has been accepted by Carrier. (T)

Access Arrangement - Any equipment or access facility necessary to interconnect Customer's voice/data/video equipment to a Carrier Point-of-Presence (POP) for transmission purposes. (T)

Additional Period - Unit of time used for measuring and charging for a connection in excess of the initial period. (T)

Application for Service - Customer request in the form of a standard Carrier order that provides applicable service description, technical data and pertinent information that allows Carrier to design the network facilities for Customer and its authorized users. (T)

Authorization Code - Numerical code, one or more of which are available to Customer to enable it to access Carrier's network, and which are used by Carrier both to prevent unauthorized access to its facilities and to identify Customer for billing purposes. (T)

Authorized User - Person, firm or corporation authorized by Customer to be connected to Customer through private line facilities.

Automatic Number Identification (ANI) - Refers to the calling telephone number identification, which will be forwarded to Carriers' network by the Local Exchange Company (LEC) as a call is placed. (N)
(N)

B8ZS - Bipolar with eight zero substitution (B8ZS) is a line coding technique which permits DS-0 and DS-1 transmission with more than 15 consecutive zeros. B8ZS supports 64 Kbps clear channel transmission.

Bandwidth - In Hertz, the approximate size of the channel or termination and represents the difference between the highest and lowest frequencies of a band. (T)

Baseline Service - Allows Customer to arrange for their own local access via another carrier. Customer is responsible for the installation, maintenance, and repair of the local access facilities. Carrier is only responsible for the POP to POP, which includes installation, repair, billing, and test and turn up.

Bill to Third Party - Billing arrangement by which a call may be charged to an authorized station other than the station originating the call or station where the call is terminated. (T)

Bit - Smallest unit of information in a binary system of notation. (T)

Bits Per Second (Bps) - Number of bits transmitted in a one second interval. (T)

Material omitted from this sheet now appears on Sheet 9.1.

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SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS (Continued)

Calling Card - Billing arrangement by which a call may be charged to an authorized calling card account.	(T)(M)
Carrier - Verizon Select Services Inc.	
Central Office Connection - Connection between local access facilities and Carrier service components for facilities.	
Channel - Electrical transmission path for two-way communications.	
Clear Channel Capability - Allows Customer to utilize 64 Kbps per DS-0 channel by allowing DS-0 or DS-1 transmission independent of the number of consecutive zeros or pulse density.	(T) (M)
Collect Call - Billing arrangement by which the charge for a call is assessed upon the called station.	(T)
Commission - Missouri Public Service Commission	(T)
Conversation Minutes - For billing purposes, calls are billed based on conversation minutes, which begin when the called party answers, as determined by answer supervision, and end when either party disconnects.	
Coordinated Service - Allows Customer to provide their own local access via another carrier. Carrier is responsible for the network components with the exception of the local loop. Carrier will coordinate the maintenance and repair of the local loop, however, Carrier will not bill or install it.	
Customer - Company, individual, or other entity which orders or uses service and is responsible for the payment of charges due and for compliance with Carrier's Tariff regulations.	(T)
Customer Premise - Customer or user's premises, including Customer-designated non-Carrier premises.	(T)
Customer Dialed Direct Station-to-Station - Service by which the person originating the call dials the telephone number desired, the message is connected without the assistance of an Operator, and the message is billed to the originating number.	
Data - Information represented as characters in digital or analog form to which meaning can be assigned.	
Database Routing - Used to specify routing based on either the digits a caller enters on the keypad or the caller's ANI.	(N) (N)
Digital Transmission - Information transmitted using digitally encoded signals.	

Material appearing on this sheet previously appeared on Sheet 9.
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SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS (Continued)

DS-0 - Facilities provide for the two-way transmission of isochronous bipolar serial data at a rate of 56/64 Kbps.	(M)
DS-1 - Facilities provide for the two-way transmission of isochronous bipolar serial data at a rate of 1.544 Mbps.	
DS-3 - Facilities provide two-way transmission of isochronous bipolar serial data signals at 44.736 Mbps. The service can be provided with either an optical or electrical interface as specified by Customer.	(M)
Enhanced Routing - Provides routing and control features which Customer may utilize by Voice Intelligent Network - Enhanced Toll Free Service. The routing features may be combined to create a customized routing plan for each Enhanced Routing number. Command Routing can be utilized to activate alternate routing plans by placing a call to designated Carrier personnel.	(N) (N)
Entrance Facility - Physical circuit arrangement which connects an entrance site to a Carrier POP.	(T)(M)
Entrance Site - Location of Carrier's transmission facilities from which services can be provided for Customer to any other entrance site or POP.	(T) (T)
Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or to connect to specialized services.	
Full Service - Includes all components from one Customer premise to another Customer premise. This includes local access facilities and any network components covered in this Tariff. Carrier is responsible for ordering, installation, maintenance, coordination, repair, billing, and test and turn up of the service from premise to premise. Customer is responsible for accurate information pertaining to ordering, repair, contact information, billing and product specific requirements.	(M)
Initial Period - Minimum unit of time for which a rate is charged for a connection between given points.	(T)
Interactive Toll Free (IVR) - Allows callers to access information in Customers computer database and to receive that information using an ordinary touch-tone phone. This system also enables callers to execute certain transactions without the intervention of Customer Service personnel.	(N) (N)
Inter-Office Channel - Private line service element that connect two central offices or POPs.	(T)
Local Access and Transport Area (LATA) - Defined geographic area within which the local telephone company provides telephone services and/or facilities.	(T)
Local Access Facility - Channel provided by the local telephone company or alternative provider to connect Carrier's POP to Customer's location.	(T) (T)

Material appearing on this sheet previously appeared on Sheet 9.1.
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SECTION 1 - DEFINITION OF TERMS AND ABBREVIATIONS (Continued)

Local Telephone Company - Company which furnishes exchange telephone service.	(T)(M)
Long Distance Message Telecommunications Service (LDMTS) - Long distance telecommunications service offered between exchanges pursuant to this Tariff.	
Main Billed Account - Customer name, address and account number to which charges are billed.	(T)
Multipoint - Private line service that connects three or more central offices.	
Network Interface - Demarcation point on Customer's premise that defines the end of the supplier's responsibility.	
Office Connection - Private line service element that interconnects channels and other service elements to a central office, including access connections and function connections.	
Operator - Automated or live Operator.	(T)
Operator Assisted Station-to-Station - Service by which the person originating the call asks the Operator to connect to a particular number.	(T)
Person-to-Person - Service by which the person originating the call asks the Operator to reach a particular person, mobile station, or location.	
Point of Presence (or POP) - Location in Carrier's system where local access facilities connect to an interexchange carrier's network.	(T) (M)
Real Time ANI - Delivery of calling party ANI to Customers using the Real Time ANI feature.	(N)
Service - Any or all service(s) provided by Carrier pursuant to this Tariff.	(M)
Service Agreement - Agreement in which Carrier provides services under specific terms and conditions of this Tariff.	
Service Period - Service date to Customer-requested end date.	(T)
Serving Wire Center - Physical location within a service wire center area used to determine mileage sensitive rates.	(T)
Sub-Minute Rating - Method of charging for a connection in which the appropriate rate is assessed for an initial period of 18 seconds and for each additional period of six seconds thereafter.	(T) (M)

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SECTION 2 - REGULATIONS**2.1 Undertaking of the Carrier**

- 2.1.1** Service is furnished for telecommunication services originating and terminating within the state under the terms and conditions of this Tariff.
- 2.1.2** Carrier shall operate and maintain service provided hereunder in accordance with the terms and conditions set forth in this Tariff.
- 2.1.3** Service is available 24 hours per day, seven days per week.
- 2.1.4** Carrier neither owns nor operates telecommunications facilities within the State of Missouri, but rather resells telecommunications services provided by other carriers. Notwithstanding the foregoing, Customer shall be considered a customer of Carrier, and not a customer of any other carrier.

2.2 Limitations on Service

- 2.2.1** Service is offered subject to the availability of the necessary facilities and subject to the provisions of this Tariff. The obligation of Carrier to provide service is dependent upon its ability to procure, construct, and maintain facilities which are required to meet Customer's order for service. Carrier will make all reasonable efforts to secure the necessary facilities, providing such new service will not adversely affect Carrier's present services.
- 2.2.2** Carrier reserves the right to discontinue furnishing service, or to limit the use of service, when necessitated by conditions beyond its control, when Customer is using service in violation of the law or in violation of the provisions of this Tariff, or for non-payment of billed charges by Customer.
- 2.2.3** Service provided under this Tariff is directly controlled by Carrier, and Customer may not transfer or assign the use of service, except with the consent of Carrier. In the event of such agreed to transfer or assignment, all regulations and conditions contained in this Tariff, as well as all conditions for service, shall apply to the assignee(s) or transferee(s).
- 2.2.4** Service may not be used for any unlawful purpose.

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by:

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SECTION 2 - REGULATIONS (Continued)**2.3 Liability of the Company**

- 2.3.1** Except as stated in this Section, Carrier shall have no liability for damages, including without limitation direct, consequential, special, incidental or indirect damages, arising out of or related to events, acts, rights or privileges contemplated in this Tariff. This Tariff does not limit the liability of Carrier for willful misconduct.
- 2.3.2** The liability of Carrier for damages arising out of mistakes, interruptions, omissions, delays, errors or defects occurring in the course of establishing, furnishing, rearranging, changing, or terminating service under this Tariff, and not caused by the failure or negligence of Customer, shall in no event exceed the amounts specified in this Tariff for service interruptions. No other liability in any event shall attach to Carrier.
- 2.3.3** Carrier shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to acts of God, fire, flood or other catastrophes; any law, order, regulation, directive, action or request of the United States Government, or any other government, including state and local governments having jurisdiction over the Carrier, or of any or more of said governments, or of any civil or military authority; national emergencies, insurrections, riots, wars or labor difficulties.
- 2.3.4** Carrier shall not be liable for any act or omission of any other entity furnishing to Customer equipment, facilities or service used with the service furnished in this Tariff; nor shall Carrier be liable for any damages or losses due to the failure or negligence of Customer or due to the failure of Customer-provided equipment or facilities.
- 2.3.5** Carrier shall not be liable for any damages, including usage charges, Customer may incur as a result of the unauthorized use or the misuse of the service. This unauthorized use or misuse includes, but is not limited to, the unauthorized use or misuse of service by Customer's employees, third parties, or the public. Carrier does not warrant or guarantee that it can prevent unauthorized use or misuse.
- 2.3.6** Carrier shall not be liable for any act or omission of any other entity furnishing to Customer equipment, facilities or service used with the service furnished in this Tariff; nor shall Carrier be liable for any damages or losses due to the failure or negligence of Customer for due to the failure of Customer-provided equipment or facilities.
- 2.3.7** Carrier shall not be liable for any act or omission of any other entity furnishing facilities or service to Carrier, which are necessary for the provision of service under this Tariff.
- 2.3.8** Carrier is not liable for unavoidable damages to the subscriber's premise resulting from attachment of its equipment and associated wiring on such premises, or from the installation or removal thereof. Customer shall indemnify and save harmless Carrier from any claims of the owner of Customer's premises or other third party claims for such damages.

SECTION 2 - REGULATIONS (Continued)**2.4 Claims**

Carrier shall be indemnified and saved harmless by Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to (A) claims for libel, slander invasion of privacy, or infringement of copyright in connection with the material transmitted over Carrier's service or facilities; (B) claims for infringement of patent arising from the combination, connection or use of Carrier's equipment, facilities or service with Customer-provided equipment, facilities or services; and (C) any other claim resulting from any act or omission of Customer or patron(s) of Customer relating to the use of Carrier's service or facilities.

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SECTION 2 - REGULATIONS (Continued)**2.5 Discontinuance or Interruption of Service by Carrier**

Carrier may under the following conditions discontinue or interrupt service provided by Carrier.

- 2.5.1** For noncompliance with or violation of any applicable state, municipal or Federal law, ordinance or regulation or noncompliance with or violation of any Commission regulation.
- 2.5.2** For noncompliance with any of the provisions of this Tariff governing service.
- 2.5.3** In the event of Customer's use of service in such a manner as to adversely affect Carrier's equipment or service to others.
- 2.5.4** In the event of unauthorized or fraudulent use of service.
- 2.5.5** By reason of any order or decision of a court or other government authority having jurisdiction that prohibits Carrier from furnishing service to Customer.
- 2.5.6** In order to perform tests and inspections necessary to insure compliance with Tariff regulations or the proper installation, operation, and maintenance of Carrier's equipment and facilities.
- 2.5.7** Carrier shall not be liable to Customer for any damages for service interruption pursuant to this Section.
- 2.5.8** Carrier may suspend service without notice if it deems such action necessary to protect the public, Carrier personnel, agents, suppliers, facilities or services from damages or injury of any kind. Carrier may suspend service after notice to subscriber of noncompliance with any provision of this Tariff if such noncompliance is not corrected within 30 days following the receipt of notice.
- 2.5.9** Carrier may, upon written notice, immediately discontinue service for non-payment of any sum due the Carrier for more than 30 days beyond the rendition of the bill for such service, without incurring any liability.

2.6 Cancellation or Termination of Service by Customer

- 2.6.1** Customer may, at its option, cancel or terminate the use of service at any time. Customer remains responsible for all billed charges.
- 2.6.2** Customer may, upon 30 days written notice to Carrier, cancel or terminate the use of Private Line Service at any time following any applicable minimum service requirement. Customer remains liable for all billed charges through the termination date.

2.7 Restoration of Service

The use and restoration of service shall in all cases 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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SECTION 2 - REGULATIONS (Continued)**2.8 Payment and Billing**

2.8.1 Customer is responsible for payment of all charges for services furnished, including charges for service originated or charges accepted at Customer's station and for charges billed Customer for calling card messages. Upon nonpayment of any sum due or upon a violation of any of the conditions governing the furnishing of service, Carrier may discontinue furnishing said service without incurring any liability.

2.8.2 If notice from Customer of a dispute as to charges is not reported to a customer service representative or received in writing by Carrier within 30 days after the date the charges are billed, the billing will be considered correct. Carrier shall investigate all disputed charges and shall report its findings and disposition to Customer.

2.8.3 The charges for calls are due upon receipt of the bill.

2.8.4 Monthly Charges

A. Monthly charges may be billed a month in advance of service or in the current month and reflect the rates in effect as of the date of the invoice. Customer's invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period or to reflect changes in rates.

B. Monthly charges for all access service components billed by Carrier are billed in advance of service and reflect the rates in effect as of the date of the invoice. Customer's first invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period.

C. For the purpose of computing partial month charges, a month is considered to consist of 30 days.

2.8.5 Customer shall be responsible for the payment of all charges for service provided under this Tariff, including unauthorized charges placed from its equipment. Customer shall be responsible for the payment of all excise, sales, use or other similar taxes that may be levied by a governing body or bodies in conjunction with or as a result of the service furnished under this Tariff.

2.8.6 Carrier requires a minimum service commitment of 90 days for DS-0 and DS-1 Services, unless specified otherwise. For DS-3 Service, a minimum service commitment of one year is required.

SECTION 2 - REGULATIONS (Continued)**2.9 Deposits and Advance Payments****2.9.1 General**

Carrier may require a long distance Customer without an established credit history to pay a sum up to an amount equal to twice the estimated average monthly charge for LDMTS usage as a deposit. Such deposit will be held as a guarantee of the payment of charges provided for herein. The fact that a deposit has been made in no way relieves Customer from complying with the requirement for prompt payment of bills on presentation. At such time as the service is terminated, the amount of the deposit will be credited to Customer's account and any credit balance which may remain will be refunded. Such a deposit will be refunded or credited to Customer at any time prior to termination of the service pursuant to the Public Service Commission rules. Carrier will pay to residence Customers 9% interest on deposits, pursuant to the rules and regulations of the State of Missouri.

2.9.2 Credit Limits/Toll Usage Limits

When a Customer's credit history is not known, Carrier may perform a credit assessment. Carrier may set toll usage limitations on applicants for service and existing Customers whose financial condition cannot be verified or is otherwise unacceptable to Carrier. As a condition of continued service, any additional deposit or toll usage limits may be increased if usage exceeds 400% of previous deposit.

2.10 Taxes - General

Federal, state and local sales, use, excise and other taxes, where applicable, shall be added to the charges contained herein, unless Customer provides a properly executed certificate of exemption from such taxes. It shall be the responsibility of Customer to pay these taxes and to accept the liability of any such unpaid taxes that may become applicable.

SECTION 2 - REGULATIONS (Continued)**2.11 Credit Allowances for Interruptions****2.11.1 Application - General**

A credit allowance is applicable to that duration of a call which is interrupted due to poor transmission (e.g., noisy circuit condition), one-way transmission (one party is unable to hear the other), or involuntary disconnection (cut-off) of the call caused by components of Carrier's equipment. Customer may also be granted credit for reaching a wrong number.

To receive the proper credit, Customer must notify Carrier within 30 days of the call and furnish the called number, the trouble experienced (e.g., cut-off, noisy circuit, reached wrong number, etc.), the class of call, and the approximate time the call was placed. Customer will receive credit equivalent to one minute of use. LDMTS charges will apply to the re-established call.

Credit allowances for an LDMTS call do not apply for interruptions that are due to the failure of power, equipment or systems not provided by Carrier.

2.11.2 Private Line Service

Customer will receive a credit for downtime of greater than 30 minutes. Network downtime is calculated in minutes, and subtracted from total monthly minutes. Monthly minutes are determined by multiplying the number of days in a month by 1,440. Network downtime is defined as the number of minutes from a customer reported outage, not determined to be the fault of Customer, until Customer accepted cleared outage report. The percentage figure obtained by dividing the number of minutes of total network availability by the total monthly minutes is used to determine monthly network availability.

2.12 LDMTS Rates Applicable for Hearing or Speech Impaired Persons**2.12.1 Application**

Persons who have been certified in writing by a licensed physician, audiologist, speech pathologist, or appropriate state or federal agency as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications, will receive a rate adjustment on direct dialed station-to-station calls which do not require the intervention of an operator.

2.12.2 Rate Adjustment

The adjustment applied to rates will be as follows:

- A. Calls placed during the Peak Period will be charged at the Off-Peak Period rate.

SECTION 2 - REGULATIONS (Continued)**2.12 LDMTS Rates Applicable for Hearing or Speech Impaired Persons (Continued)****2.12.3 Certification**

Carrier will provide a certification form for use by the applicant.

A written certification of applicant's speech or hearing impairment must be provided to Carrier at the address shown on the bill.

2.12.3 Limitations

Off peak rates are provided for use by the speech or hearing impaired Customer. It is only applicable to LDMTS charges for calls originated from and billed to the telephone exchange service of the residence of the certified speech or hearing impaired person. These rates are applicable to only one telephone line per residence.

2.12.4 Pay Telephone Calls

Toll calls originating at a public or semi-public pay telephone, charged to a calling card and processed through the Telecommunications Relay Service (TRS) shall be charged at rates consistent with FCC ordered guidelines.

2.13 Application for Service/Changed or Canceled Orders

2.13.1 Carrier will charge for cancellation and change orders prior to the establishment of service. The amount of the charge will vary according to the status of the service order and the stage when cancellation occurred. In addition to any cancellation charge imposed by Carrier, Customer will also be responsible for any charges incurred by Carrier which are imposed by a local access service provider for cancellation of an access service order.

2.13.2 Customer may change an application for service upon written notice to Carrier, subject to acceptance and confirmation by Carrier. A charge shall apply to any change when the request is received by Carrier after notification by Carrier of the acceptance and confirmation. The charge will include the sum of the charges and costs incurred by Carrier for the service involved, including direct and indirect costs.

SECTION 2 - REGULATIONS (Continued)**2.14 Termination Liability****Private Line Service**

(N)

In the event of early termination of contract plans, and unless otherwise stated, Customer must pay a lump sum equal to 100% of the remaining discounted monthly rate for the unexpired portion of the first year of the agreement, plus 50% of the monthly discounted charges for the remainder of the term. Customer will not be liable for termination charges for a specified service if a new service of the same type, and of equal or greater charges, is ordered, and the order is received by Carrier, during the same calendar year in which the original service is discontinued by Customer, provided that the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan. In addition, no termination charge will be applied for Customer converting from a specified service to a more advanced service provided that the expiration date for the contract plan for the new service is on or after the expiration date of the terminated plan, and the new service provides an equal or greater number of sites to be connected. Customer will also be liable for a pro-rata amount of any waived installation charges based on the number of months remaining in the term plan.

(C)
(C)**2.15 Obligations of Customer**

- 2.15.1** Customer shall be responsible for the payment of all charges for service provided under this Tariff, and of payment of all excise, sales, use or other similar taxes that may be levied by a governing body or bodies in conjunction with or as a result of the service furnished under this Tariff.
- 2.15.2** Customer shall notify Carrier of any interruption in service. Before giving notice, Customer shall ascertain that the trouble is not being caused by action or omission of the subscriber, not within his control or is not in wiring or equipment annexed to Carrier's terminal.
- 2.15.3** Customer shall comply with minimum protective criteria, as may be prescribed by Carrier to protect equipment and facilities.
- 2.15.4** Customer shall be responsible for ensuring the Customer-provided signals will not result in interference with any of the services provided by Carrier. All signals must be of the proper type, bandwidth and other technical parameters, so as not to damage Carrier's equipment or degrade service to other subscribers. It shall be the subscriber's responsibility to provide adequate electrical power, wiring and electrical outlets necessary for the proper operation of Carrier's equipment on their premise.
- 2.15.5** Equipment and facilities connected to those of Carrier shall be constructed, operated, and maintained by those providing same so as to work satisfactorily with Carrier's service. Such equipment and facilities shall be suitable to avoid hazard or damage to Carrier's plant or of injury to Carrier's employees or to the public because of the character or location of such equipment or facilities and sources of power to which it is connected.
- 2.15.6** Upon notice from Carrier that the equipment or facilities of Customer, or of others so authorized to be connected, is causing or is likely to cause hazard or interference, Customer, or others so authorized to be connected, shall make such changes as may be necessary to remove or prevent such hazard or interference.

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SECTION 2 - REGULATIONS (Continued)**2.15 Obligations of Customer (Continued)**

- 2.15.7** Customer shall be liable for reimbursing Carrier for all loss or damage from theft, fire, flood, or other catastrophes, and negligence and willful acts of Customer's officers, employees, agents or contractors the Carrier provided equipment or facilities on Customer's premise.
- 2.15.8** Customer shall be responsible for obtaining all necessary permits, licenses, variances and other authorizations required by the state and local authorities for installation and operation of Customer provided equipment or facilities for connection with Carrier's equipment or facilities.
- 2.15.9** Customer shall make available entry to its premises for Carriers' employees, agents or contractors at any reasonable hour for the purpose of installing, inspecting, or repairing equipment or service, or, upon termination of service, removing Carrier's equipment.
- 2.15.10** No Customer or authorized user may assign or delegate its responsibilities, duties, rights or obligations under this Tariff to any person, corporation, or other entity without the express, written approval of Carrier; provided, however, that Customer may, without Carrier's approval, assign or delegate such responsibilities, duties, rights, or obligations to any subsidiary or affiliated organization or to any successor organization.
- 2.15.11** Customer is responsible for fault trouble-shooting and isolation of premise equipment and transmission signals and quality. Customer shall be liable to Carrier for the payment of a service charge for trouble-shooting and fault isolation for costs resulting from Carrier identification of a Customer equipment malfunction that was reported by Customer as a service error, or fault, or where Customer's equipment malfunction created a degradation of network facilities or service regardless of who identifies the trouble.

2.16 Mileage Calculation

- 2.16.1** Mileage between Carrier's POPs where services are offered is calculated based on V and H (V&H) coordinates as obtained by reference to NECA Tariff F.C.C. No. 4. Not all services are available from all POPs.

SECTION 2 - REGULATIONS (Continued)**2.16 Mileage Calculation (Continued)**

2.16.2 The airline mileage between Carrier network terminal offices is calculated as follows.

- A. Obtain the V and H coordinates for each POP.
- B. Obtain the difference between the V coordinates and between the H coordinates for each POP.
- C. Square each difference from B, above.
- D. Add the square of the V difference to the square of the H difference from C, above.
- E. Divide the sum of the squared numbers by 10. Round to the next higher whole number.
- F. Obtain the square root of the number obtained in E, above. Round to the next higher whole number. This is the airline mileage figure.
- G. Example:

	<u>V</u>	<u>H</u>
Abbeville, AL	7752	1993
Abernathy, TX	8546	4978

The difference between the V coordinates is 794.
The difference between the H coordinates is 2985.

Squaring each difference yields:

$$794 \times 794 = 630,436$$

$$2985 \times 2985 = 8,910,225$$

Adding the results equals 9,540,661.

Dividing by 10 equals 954,066.

The square root of 954,066 is 977, which is the mileage figure.

SECTION 2 - REGULATIONS (Continued)**2.17 Access Facilities**

2.17.1 Carrier will offer access facilities to provide a communications channel from Customer's location to each POP. Customers may elect to purchase the access facilities through Carrier or to provide or arrange for the facilities themselves.

2.17.2 Carrier will undertake to arrange for alternative access facilities when requested and ordered by Customer, subject to availability and approval by Carrier. At the discretion of Carrier, such alternative access facility arrangements may be utilized in lieu of local exchange company facilities. Alternative access facilities may vary in cost and will be charged on an individual case basis.

2.17.3 Any special construction or non-standard charges assessed by the access service provider to Carrier will be the responsibility of Customer. (C)

2.18 Frame Relay Service

A. Termination Liability (N)

Customers terminating service prior to fulfilling their term commitment will be assessed a termination liability in an amount equal to (a) 100% of the monthly recurring charge for each local access facility, port and Permanent Virtual Circuit (PVC) Service terminated multiplied by the number of months remaining in the first year of the term plan, plus (b) 50% of the monthly recurring charges for each circuit canceled multiplied by the number of months remaining in the term plan after the first year under this provision. Customer will not have any termination liability if another service of the same or greater monthly price and volume and a term no less than the remaining months of the term plan or one year, whichever is greater, is ordered at the same time the notice of termination is received. Customer will also be liable for a pro-rata amount of any waived installation charges based on the number of months remaining in the term plan.

B. Credit Allowance (N)

Customer will receive a credit for downtime greater than 30 minutes for Frame Relay Service. Network downtime is calculated in minutes, and subtracted from total monthly minutes. Monthly minutes are determined by multiplying the number of days in a month by 1,440. Network downtime is defined as the number of minutes from Customer reported outage, not determined to be the fault of Customer, until Customer accepted cleared outage report. The percentage figure obtained by dividing the number of minutes of total network availability by the total monthly minutes is used to determine monthly network availability.

SECTION 2 - REGULATIONS (Continued)

2.19 Other Rules

- 2.19.1** Demonstration or promotional calls of up to 10 minutes may be offered to existing or prospective Customers to demonstrate new services, at no charge to Customer. Such offerings will be limited to specific locations and dates and may include originating and/or terminating restrictions.

(D)
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(D)

(T)

SECTION 3 - DESCRIPTION OF SERVICE**3.1 Availability of Service**

Carrier offers resold interexchange telecommunications service, subject to the terms and conditions of this Tariff. Service is available 24 hours per day, seven days per week.

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SECTION 4 - APPLICATION OF RATES AND CHARGES**4.1 Time Periods and Service Charges**

Rates are stated in terms of initial period, additional periods, service charges, and surcharges.

The specific rate elements used to determine the applicable charges for a call are indicated on the respective rate schedules. The following factors are used to rate LDMTS.

4.1.1 Initial Period

The minimum unit of time for which a rate is charged for a connection between given points.

4.1.2 Additional Periods

The unit of time used for measuring and charging for a connection in excess of the initial period.

4.1.3 Customer Dialed Direct Station-to-Station

Only initial period and additional period rates apply.

4.1.4 Customer Dialed Calling Card Station-to-Station, Operator Assisted Station-to-Station, Operator Assisted Calling Card, Person-to-Person

Initial period and additional period rates apply in addition to service charges and surcharges, if applicable.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.1 Time Periods and Service Charges (Continued)****4.1.5 Service Charges and Surcharge**

A service charge applies to each Customer Dialed Calling Card Station-to-Station, Operator Assisted Station-to-Station or Person-to-Person call. This charge is added to the initial period and additional period charges.

A surcharge applies to Station-to-Station and Person-to-Person calls in which Customer has the capability to dial the number but requests the Operator to dial for Customer.

The service charges, as specified in this Tariff, will apply to all Customers except those exempted. There are no rate period discounts applicable to the service charges or surcharges.

A surcharge, as specified in 5.2 G., will be assessed to all non-coin calls made from a payphone to compensate the payphone service provider, pursuant to FCC Ruling CC Docket 96-128.

4.1.6 Chargeable Time

Chargeable time for all Station-to-Station calls begins when connection is established between the calling station and the called station and ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by an Operator.

Chargeable time for Person-to-Person calls begins when connection is established between the calling person and the particular person or station specified or an agreed alternate and ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by an Operator.

Peak/Off-Peak times are specified in Section 4.4 of this Tariff based upon the time in the originating location.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services****4.2.1 Long Distance Message Telecommunications Service**

Effective April 22, 2013, this service is no longer available to new customers. Existing customers will be grandfathered until the expiration of the applicable service term of their contract. During grandfathering, the terms and conditions of such contracts will continue to apply. Customer may make moves, adds, and changes to the service during grandfathering. (C)

For the purpose of rate application, one of the following classes of service may apply to a given call:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station
Customer Dialed Calling Card Station-to-Station
Operator Assisted Calling Card Station-to-Station
Person-to-Person

Carrier may refuse to accept calling cards for which validation is not received from the issuing carrier.

A. Customer Dialed Direct Station-to-Station

Customer Dialed Direct Station-to-Station Service allows:

1. the person originating the call to dial the telephone number desired without the assistance of an Operator and the call is billed to the calling station. (It does not include calls from public or semi-public coin telephones); or
2. should equipment capability preclude (1) above, the person originating the call dials the Operator, who places a Station-to-Station call in which the call is billed to the calling station.

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****Missouri Public****4.2.1 Long Distance Message Telecommunications Service (Continued)**

REC'D APR 17 2002

B. Operator Assisted Station-to-Station**Service Commission**

Operator Assisted Station-to-Station Service allows calls to be completed with the assistance of an Operator.

Operator Assisted Station-to-Station rates also apply to calls for which Carrier furnishes time and/or charge information to Customers such as hospitals, hotels or motels to permit the collection of charges for calls dialed by extension users.

Operator Transfer Service provides call transfer of 0- calls, dialed by Customer, to Carrier's Operator. The transfer will only be completed by the local exchange carrier's Operator upon the request of Customer. If Carrier's Operator then completes a call for Customer, a surcharge per call will be assessed at the Operator Assisted Station-to-Station or Person-to-Person rates in Section 5.2. This service is offered where technically feasible.

C. Customer Dialed Calling Card Station-to-Station

Customer Dialed Calling Card Station-to-Station Service allows the person originating the call to:

1. dial Carrier provided 800 number;
2. at voice prompt:
 - enter personal 14 digit calling card number,
 - enter area code and number Customer wishes to call, or
 - for international calls, dial 011 + country code + city code + phone number.
3. for incorrect dialed calls, press ### and redial; or
4. press 0 to speak with a Customer Service Representative.

(C)

(C)

D. Operator Assisted Calling Card Station-to-Station

Operator Assisted Calling Card Station-to-Station Service provides for the person originating the call to dial the Carrier provided 800 number, press 0 to speak to an Operator, and place a Calling Card Station-to-Station call.

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Missouri Public

Material omitted from this sheet now appears on Sheet 24.

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**Missouri Public****4.2 Description of Services (Continued)****4.2.1 Long Distance Message Telecommunications Service (Continued)****REC'D APR 17 2002****D. Operator Assisted Calling Card Station-to-Station (Continued)****Service Commission**

If the call originator requests Carrier's Operator to complete a call when equipment the caller is using allows Customer-dialed calls, a per call surcharge will be assessed at Operator Assisted Calling Card Call Completion rates found in Section 5.2 E.

(M)

Call completion charges will not apply for the hearing and speech impaired or where equipment does not allow Customer-dialed calls.

(M)

E. Person-to-Person

Person-to-Person Service allows the person originating the call to specify the particular party to be reached by an Operator. Carrier does not undertake to bring a called party to a station who cannot be readily reached at the called station. That party may be:

1. a person;
2. a mobile station through miscellaneous Common Carrier attendant;
3. a station, department, or office through a PBX attendant.

After the called station has been reached, if the calling party requests or agrees to speak to a party other than the party initially specified, the call is still classified as Person-to-Person. The calling party is responsible for identifying the party at the called station.

Person-to-Person charges also apply when the person originating the call asks an Operator to make arrangements with a called party to establish a call at a specified time.

F. Operator Services Provision

1. Carrier will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards. In order to control fraud, Carrier may refuse to accept calling cards which it determines to be invalid or cards which it is unable to verify.

Missouri PublicMaterial appearing on this sheet previously appeared on Sheet 23. **FILED MAY 17 2002****Service Commission**

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.1 Long Distance Message Telecommunications Service (Continued)****F. Operator Services Provision (Continued)**

2. Carrier will direct all "00" emergency calls to the Local Exchange Carrier (LEC) at no charge.
3. Carrier contracts with traffic aggregators will contain provisions which:
 - (a) prohibit the blocking of access to an end user's interexchange carrier of choice;
 - (b) provide for the prominent posting or display, on or near the telephones to be utilized by end users, of material setting forth the name of Carrier, complaint procedures, instructions on reaching the LEC operator as well as other interexchange carriers, and procedures for emergency calls.
4. Carrier will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or Carrier's knowledge of the charge(s) for incomplete calls.
5. Carrier will advise the caller and billed party (if different from the end user) that Carrier is the operator service provider at the time of the initial contact.
6. Carrier will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.
7. Carrier 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 LECs on behalf of Carrier and will not collect location surcharges imposed by traffic aggregators.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.1 Long Distance Message Telecommunications Service (Continued)****F. Operator Services Provision (Continued)**

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

4.2.2 Reversal of Charges (Collect) Calling Card or Bill to Third Number Service

Operator Assisted Station-to-Station or Person-to-Person calls will be billed in one of the following ways:

- A. Collect - call is billed to the called station;
- B. Calling Card - call is billed to a calling card;
- C. Third Number - call is billed to a third number.

The regularly established Operator Assisted Station-to-Station or Person-to-Person rates apply.

Collect calls are permissible between all stations except that the collect call option is not available for calls to a public or semi-public coin station.

4.2.3 Directory Assistance Service

Directory Assistance Service provides Customer assistance in determining telephone numbers. The per call rate for Directory Assistance is that set forth in Section 5 of this Tariff.

- A. Direct Dialed Directory Assistance Service calls are dialed by Customer and completed without the assistance of an Operator. The services of an Operator are not to be used in connection with the completing of Direct Dialed Directory Assistance Service calls except in the following cases:

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.3 Directory Assistance Service (Continued)****A. (Continued)**

1. to reach the called Directory Assistance Service number where direct dialing facilities are not available;
2. to reach the called Directory Assistance Service number when attempts by Customer to direct dial such a call cannot be completed;
3. to record the originating telephone number where no automatic recording equipment is available

B. Customer placing a call to Directory Assistance Service may obtain the telephone number for a maximum of two listings per call. The Directory Assistance Service charge applies whether or not the Directory Assistance Service bureau furnished the requested telephone number(s), (e.g., where the requested telephone number is unlisted, non-published or unavailable).

C. Calls placed to Directory Assistance Service via an Operator, instead of direct dialed by Customer, will be assessed an Operator Assisted Service charge in addition to the Directory Assistance Service per call charge. This surcharge is billed at the Operator Assisted Service charge rate as specified in Section 5.3 of this Tariff.

D. Charges for Directory Assistance Service are not applicable to handicapped Customers on calls placed from business dial tone lines where an employee of the business Customer has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical disability, and where assistance is otherwise not available. (C)

E. Directory Assistance Call Completion Service

Directory Assistance Call Completion (DACC) Service provides Customers with the option of having the call completed after they have received the requested telephone number from Directory Assistance. When multiple telephone numbers are requested, only the last call can be completed. In addition to the normal Directory Assistance Service charge, DACC usage charges apply. (C)

Rates for this service are located in Section 5.3.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service**

(T)

A. General

(N)

Voice Intelligent Network - Enhanced Toll Free (VIN-E800) Service allows a single, toll free number to terminate at multiple locations or service groups determined by a customized routing set. The toll free number may be terminated at a switched, dedicated or a combination of both locations. This service allows Customer to maintain a controlled call volume while providing various transfer features and other options including enhanced routing and interactive voice response. This service may be sold as a standalone product. Service is available where facilities and conditions permit.

Rates are found in Section 5.4.

B. Restrictions

Service provided over Wide Area Telephone Service (WATS) lines, mobile service, payphone lines, residential lines, and lines with handicap discounts are not eligible for this plan.

When a term commitment expires, Customer will have 30 days to select another Carrier service plan. If Customer fails to notify Carrier within this time frame, Carrier will place Customer at the intrastate/interstate minute of use rate listed in this Tariff. Customer must sign a contract to qualify for the discount plan. The feature charges will remain the same. The new rates will be effective on the first of the month following a 30-day grace period. When Customer disconnects this service, Message Referral is provided for the first four months at no charge. Referral beyond four months is not available.

C. Scope

1. This Rate Schedule is applicable, subject to availability of facilities, where Customer desires to employ Carrier VIN-E800 service within the conterminous United States, Guam, Puerto Rico, Mariana Islands, and U.S. Virgin Islands.
2. Responsible Organization (Resp Org): Underlying carrier will perform the function of Resp Org, which includes: a) search for and reservation of toll free numbers in the SMS/800; b) creating and maintaining the toll free number Customer record in the SMS/800; and c) provision of a single point of contact for trouble reporting.

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

D. Rating of Calls

(N)

Domestic calls will be sub-minute rated based on an initial period of 18 seconds, with the additional periods being billed in six-second increments thereafter.

E. Rate Determination

Customer's fixed rates are calculated by determining Customer's annual dollar commitment and the term of the agreement selected by Customer. Customer must select a one, two, or three-year term commitment and annual commitment levels of \$120,000, \$240,000, \$360,000, \$480,000, \$720,000, or \$960,000.

F. Minimum Revenue Commitment

If Customer does not achieve the annual commitment level, they will be assessed the incremental difference annually. For example, if Customer commits to \$240,000 annually and the actual long distance usage is \$200,000, then Customer will be billed for the \$40,000 shortfall. In addition, the current rates will be re-negotiated based on the new adjusted commitment level.

G. Early Termination Charges

If Customer terminates the contract prior to fulfillment of the term selected, an Early Termination Charge (ETC) of 40% of Customer's annual commitment will be billed to Customer for the number of years remaining under Customer-selected commitment.

Customer will not be liable for termination charges for a specified service if a new service of the same type and of equal or greater charges is ordered, and the order is received by Carrier during the same calendar year in which the original service is discontinued by Customer, provided the expiration date of the contract plan for the new service is on or after the expiration date of the terminated plan.

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****H. Local Access Facilities**

Carrier will set up local access arrangements on behalf of Customer as requested for the Enhanced Toll Free services purchased. Any charges associated with the provisioning of the access circuits, including but not limited to, local access charges, coordination charges, access service order charges, or any other charge associated with gaining access from Customer premise to the Point-of-Presence (POP) will be considered access charges. This includes any Non-Recurring Charge (NRC) incurred in association with obtaining access regardless of the contract term. Any special construction or non-standard charges assessed by the company supplying the local access will also be the responsibility of Customer. Any such access charge as described above will be passed through to Customer in accordance with Carrier agreement.

I. Add-On Service

International service is an add-on to Carrier's interstate plan and will utilize rates for Enterprise Connections Service as defined in Carrier's International Rate Schedule 2.

(T)
(T)**J. Enhanced Routing Features**

Enhanced Routing provides routing and control features which Customer may utilize by VIN-E800 service. The routing features may be combined to create a customized routing plan for each Enhanced Routing number. Command Routing can be utilized to activate alternate routing plans by placing a call to designated Carrier personnel. The following are types of Enhanced Routing available to Customers:

1. Area Code Control

Area Code Control allows Customer to route calls placed on the same toll free number to differing terminating locations, can be switched or dedicated, based on the originating area code of the caller, and allows Customer to allow or block calls to a toll free number based on the originating area of the caller.

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

J. Enhanced Routing Features (Continued)

(N)

2. Area Code Routing

Area Code Routing enables Customer to have calls placed on the same toll free number routed differently based upon the originating area code of the caller.

A default routing is required for Area Code Routing. Permissible area codes include all area codes in the conterminous United States.

Upon request, Carrier will update a subscriber's Area Code Routing feature at no charge if the update is due to an area code split or a new area code being added to the North American Numbering Plan.

The proper usage rate based on point of call origination will be applied to each call.

3. Area Code/Exchange Control

Area Code/Exchange Control allows Customer to route calls placed on the same toll free number to different termination locations, can be switched or dedicated, based on the originating area code and exchange of the caller and allows Customer to block calls to a toll free number based on the originating area code and exchange of the caller.

4. Area Code/Exchange Routing

Area Code/Exchange Routing enables Customers to have calls placed on the same toll free number routed differently based upon the originating area code and exchange of the caller. Exchanges cannot be divided for routing purposes. This feature requires the Area Code Routing feature to identify the area codes and is not to be used as a stand-alone feature.

Default routing is required for Area Code/Exchange Routing. Customer will specify a separate routing for non-equal access calls when Automatic Number Identification (ANI) is not available.

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

J. Enhanced Routing Features (Continued)

(N)

4. Area Code/Exchange Routing (Continued)

Permissible area codes include all area codes or exchanges in the conterminous United States, Guam, Puerto Rico, Mariana Islands, and U.S. Virgin Islands.

5. Time of Day Routing

Time of Day Routing allows Customer to have calls placed on the same toll free number routed to different locations during various times of the day.

Time of Day Routing will follow the national observance of daylight savings time.

The day may be divided into 15-minute increments, with up to 96 time intervals per 24-hour period. All time intervals must begin on the quarter clock hour.

Customer's time of day schedule must include the entire 24-hour day.

6. Day of Week Routing

Day of Week Routing permits Customer to have calls placed on the same toll free number routed to different locations based upon the day of the week. Day of Week Routing will follow the national observance of daylight savings time.

7. Day of the Year Routing

Day of the Year Routing allows Customer to have calls to the same toll free number routed to different locations on specified days of the year. Dates are stored in a month/day format. Customer must revise Day of the Year Routing schedules annually.

(N)

Material omitted from this sheet now appears on Sheet 37.2.1.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****J. Enhanced Routing Features (Continued)****8. Call Allocation**

Call Allocation permits Customer to define routing of calls placed on the same toll free number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with one percent as the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

9. Command Routing

Command Routing allows Customer to activate a different Enhanced Routing plan on command by placing a call to Carrier.

Customer may define up to 99 separate routing plans per toll free number.

Routing plans must be loaded in Carrier's network before they are available for activation on command.

Customer must have a minimum of two routing plans to be able to utilize this feature.

Command Routing charges do not apply if Customer uses the normal service order process to activate routing plans.

10. Dialed Number Identification Service (DNIS)

Dialed Number Identification Service - DNIS - is designed for applications where multiple toll-free numbers must terminate over a single service group. The terminating switch outputs up to 10 digits so the toll-free number dialed can be identified.

(C)
|
(C)

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)

(N)

4.2 Description of Services (Continued)**4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****J. Enhanced Routing Features (Continued)**

11. In-Band Real Time ANI delivery – Delivers the originating phone number to the service agent as part of call set-up, thus giving the agent information about his or her caller either as the call is received or just before. In-Band is available with existing T-1 or DAL facilities. In equal access areas, 10 digits are provided. In non-equal areas, only the area code is provided.
12. Out-Of-Band Real Time ANI Delivery - Delivers the originating phone number to the service agent as part of call set-up, thus giving the agent information about his or her caller either as the call is received or just before. Out-Of-Band is available with ISDN Service. In equal access areas, 10 digits are provided. In non-equal areas, only the area code is provided.

(N)

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****K. Interactive Toll Free Features**

Interactive Toll Free (IVR) allows callers to access information in Customers computer database and to receive that information using an ordinary touch-tone phone. This system also enables callers to execute certain transactions without the intervention of customer service personnel. This feature can be expedited.

1. Call Referral (T)

Call Referral transfers a call by connecting the caller to Customer's CPE. (T)
The call is routed based on caller-entered digits or by rotary default. Default routing, generally to a specified Customer location, must be specified or a generic default message will be played.

2. Busy/Ring-No-Answer Treatment (T)

Busy/Ring-No-Answer allows Customer to specify how the call is to be routed if the Call Referral location is busy or does not answer. Different routing may be specified for a busy condition rather than for a Ring-No-Answer condition. The following routing treatments are available:

- (a) Attempt to complete the call to the same location,
- (b) Return to any point in the previous menu,
- (c) Route to new menu, and
- (d) Complete the call to a different location without any menu interaction.

Material omitted from this sheet now appears on Sheet 35.

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****K. Interactive Toll Free Features (Continued)****3. Database Routing (T)**

Database Routing is used to specify routing based on either the digits a caller enters on the keypad or the caller's ANI.

4. Back to Menu (T)

Back to Menu returns the caller back to the menu or message announcement for further routing.

5. Caller Transfer (T)

Caller Transfer provides routing based on the digits entered by the caller to another toll free number.

6. Menu/Message Replay (T)

Menu/Message Replay allows the caller to return to a previous menu or announcement. The call may then be routed as appropriate.

7. Agent Transfer (T)

Allows recipient of an Agent Transfer who is eligible for Call Referral to transfer a call to a Carrier toll free number. (M)
(M)

a. Direct Transfer (N)

(Blind Transfer) Agent transfers a caller to an alternate destination without verifying answer supervision

b. Two-way Agent Transfer

(Consult and Transfer) Agent waits for answer supervision, consults with secondary agent and hangs up. (N)

Material omitted from this sheet now appears on Sheet 34.1.
Material appearing on this sheet previously appeared on Sheet 35.

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)

(N)

4.2 Description of Services (Continued)**4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****K. Interactive Toll Free Features (Continued)****7. Agent Transfer (Continued)****c. Three-way Agent Transfer**

(Three-way Conference) Agent transfers a caller to an alternate destination, announces the call, and establishes a three-way conference with the caller and the secondary agent.

Agent transfer is ordered as either two-way or three-way. Two-way permits an agent to perform only direct, and consult and transfer. Three-way permits an agent to perform direct, consult and transfer, and three-way conferences.

(N)

8. Security Codes

(T)

Security Codes allows Customer to provide a list of valid codes, which can be used to allow or deny a caller access to any routing.

(M)

(M)

9. Caller-Entered Codes

(T)

Caller-Entered Codes can be validated against a Customer-provided database to allow caller access to different routing options.

(M)

(M)

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****K. Interactive Toll Free Features (Continued)****10. IVR Building Blocks**

(N)

A Building Block is a unit of construction or composition, also known as a feature or capability, used to create a program for Interactive Toll Free services. Interactive Toll Free Services are created by using Building Blocks in virtually any combination to meet Customer's unique application needs.

(N)

a Message Announcement

(M)

Message Announcement offers Customer a recorded voice message, which may be used to assist in the routing of the call. The message announcement may provide a menu of options, information prior to call termination, or information prior to connecting to Customer's location without any caller interaction. Message announcements are purchased in 30-second voice slots. A Message Announcement can be used with the call referral feature or as a stand-alone feature when the call terminates after the announcement.

(M)(N)
I
(N)**b. Time/Day Variable Program**

(M)

Time/Day Variable provides routing based on the time-of-day, day-of-week, or day-of-year.

(M)

c. Agent Transfer Speed dial

(N)

- Used in conjunction with Agent Transfer to facilitate the transfer process.
- Agent enters a 2 to 5 digit speed dials code instead of the entire domestic toll free number
- Agent Transfer Speed Dial reduces the number of key strokes required to transfer a call and makes changes to telephone number transparent to those dialing them.
- Up to 3000 codes permitted per program

(N)

Material appearing on this sheet previously appeared on Sheet 33 and 34.
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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)****K. Interactive Toll Free Features (Continued)****10. IVR Building Blocks (Continued)**

Stand-Alone Agent Transfer is a special type of Interactive Toll Free feature with Call Referral that provides automatic call termination to a Call Referral number without caller interaction. Nonrecurring and monthly recurring charges also apply. (T)
(M)
(M)

When Customer subscribes to the Interactive Toll Free features, a surcharge is applied on a per call basis. The surcharge is not based on the number of features used during the course of the call. Nonrecurring and monthly recurring charges also apply. In addition, Customer pays a flat, per minute usage charge. (T)
(M)
(M)

d. Voice Recognition

This feature can only be ordered on an ICB basis. Pricing can only be determined once the voice requirements are determined for the customer specific needs. (C)
(C)

L. Interactive Toll Free Reports (The standard IVR reports provide information on call volumes, call transfer statistics, call characteristics, caller-entered selections and codes that may be used to manage the IVR program and give insight into how callers are using the application.) (M)

- 1. Management Reports** - Provides information on call counts and call transfer statistics. These reports provide a means for Customer to measure the effectiveness of their application and manage resources. Reports should be used to gauge caller activity, not for billing purposes. Reports are available in standard format and include Call Referral Reports and Agenda Transfer Reports. (M)

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

L. Interactive Toll Free Reports (Continued)

(N)

2. **Marketing Reports** - Provides insight on caller responses within the course of an interactive call. These reports provide information about how callers use the application and provide a means for capturing caller touch-tone and Voice Recognition responses. Reports should be used to gauge caller activity, not for billing reconciliation. Reports are available in standard formats and include the Menu Count Report, Code Report, Survey Report, Daily Program Summary Report, and Hourly Program Summary Report.

3. **Raw Data Reports** - Available to Customers wanting to import call data into another source for manipulation (such as a spreadsheet) or into their internal information system. The data will be provided as a text file in a space, comma, or quote-delimited string.

M. Other Reports (These reports will provide information about the usage of the toll free numbers, including the volume of calls, call duration, and how a call is handled after it has gone through the IVR part of the enhanced routing system.)

1. **Near Real Time Call Detail Record Tool** - Provides information about the usage of toll free numbers. Reports can be created on the completion of calls, calling patterns and statistics including volume of calls, call duration and originating ANIs. CDRs are reported in GMT, also referred to as "Zulu" time.

2. **Non-Summarized CDRs** - "Raw" CDRs data includes originating date and time, originating calling number, call duration, call completion code, dialed number, translation number, information digits, final switch and trunk ID, treatment code and call status category (Call Completed, Dedicated Access Line (DAL) Busy, Ring No Answer (RNA), Abandoned, Busy/Blocked and other Incomplete).

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

M. Other Reports (Continued)

(N)

3. **Status Code Summary Report** - Summarizes all calls that are presented, including (The total number of calls is also reported as percentages of the total for each category.): completed calls; calls that are busy at the DAL; calls that have been abandoned; calls that have received RNA; calls that were busy or blocked at the switch.
4. **Call Duration Summary Report** - Reflects completed calls only.
5. **NPA-NXX Report** - Reflects completed calls only; every NPA-NXX from which calls originate during the requested reporting period.
6. **Area Code (NPA) Report** - Reflects completed calls only; each NPA from which calls originate during the requested reporting period.
7. **Call Summary by Hour** - Reflects completed calls only; each NPA from which calls originate during the requested reporting period. These calls are shown in one-hour increments for a complete 24-hour period.

N. Additional Terms and Conditions of Service**1. Moves, Additions and Changes to Service**

Customer will incur a change charge for moving, adding, or changing service or features. This feature change charge will also be applied when Customer requests any logic change to the IVR program. Logic changes include, but are not limited to, adding or deleting a call referral, changing the rotary/time out instructions, changing message order, changing back to menu treatment, adding call entered codes (validated or unvalidated) or changing the caller entered codes from validated to unvalidated or vice versa, and adding, deleting, or changing a decision point.

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

N. Additional Terms and Conditions of Service (Continued)

(N)

2. Contract Liability Extension

If one of the first two conditions and the second and third provision exist, Carrier and Customer may agree to transition Customer to the next lower annual commitment level:

- If after the ninth month in a one-year contract, Customer is not on schedule to reach their commitment level at the end of the 12 months; or, if after the 11th month in a two or three-year term contract, Customer is not on schedule to reach their commitment level at the end of the first year;
- Customer must meet at least 75% of the original annual commitment level;
- Customer must have an original annual commitment level no less than \$240,000.

Upon agreement by both Carrier and Customer, Customer's rates will be re-negotiated based on the new adjusted annual commitment level either before the 12th month anniversary date in a one-year contract or within 45 days after the 12th month anniversary date in a two or three-year term contract. This commitment term and volume will not be re-negotiated more than once in any consecutive 18-month period. In conjunction with this re-negotiation, Customer will be assessed five percent on the actual long distance usage billed for the subject year. For example, if Customer's original annual commitment was \$480,000 for a two-year term and Customer's actual long distance usage for the first 12 months is \$400,000, then Customer has the option to adjust the commitment level to \$360,000 for a new two-year term. However, Customer will be billed five percent of the \$400,000, which is \$20,000.

(N)

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SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)**4.2 Description of Services (Continued)****4.2.4 Voice Intelligent Network - Enhanced Toll Free Service (Continued)**

(T)

N. Additional Terms and Conditions of Service (Continued)

(N)

2. Contract Liability Extension (Continued)

If Customer does not re-negotiate the commitment level, the original contract term remains in place and the minimum annual revenue commitment stated above, based on the original contract term, will be assessed.

3. Expedites

Carrier may offer expedites for VIN-E800 service. However, Carrier does not guarantee a shortened installation interval for every accepted request and expedites are only available on dedicated circuits of DS3 or lower bandwidths and the IVR feature functionality.

(N)

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)

4.2 Description of Services (Continued)

4.2.5 Audio Conferencing Services

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN.

(N)

(D)

(D)

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FILED
Missouri Public
Service Commission

SECTION 4 - APPLICATION OF RATES AND CHARGES (Continued)

4.2 Description of Services (Continued)

4.2.5 Audio Conferencing Services (Continued)

THIS SERVICE HAS BEEN CANCELED AND WITHDRAWN.

(N)

(D)

(D)

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