

Adoption Notice

TelCove Operations, Inc. hereby adopts, ratifies and in every respect makes its own as if the same had originally been filed by it, Missouri PSC Tariff No. 2 filed with the Public Service Commission, State of Missouri by Adelpia Business Solutions Operations, Inc. d/b/a TelCove.

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By: Deputy General Counsel  
121 Champion Way  
Canonsburg, Pennsylvania 15317

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TELCOVE OPERATIONS, INC.

[T]

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL COMMUNICATION SERVICES  
WITHIN THE STATE OF MISSOURI

This tariff applies to Competitive Basic Local Exchange Service furnished by TelCove Operations, Inc. ("Company") between one or more points in the State of Missouri. This tariff applies to both facilities based and resale services for business services only. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 121 Champion Way, Canonsburg, Pennsylvania 15317. [T]

TelCove Operations, Inc. has been classified as a competitive telecommunications company by the Missouri Public Service Commission. [T]

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121 Champion Way  
Canonsburg, Pennsylvania 15317

ADELPHIA BUSINESS SOLUTIONS OPERATIONS, INC.

MO PSC Tariff No. 2  
First Revised Title Page  
Replaces Original Title Page

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Public Service Commission

ADELPHIA BUSINESS SOLUTIONS OPERATIONS, INC.

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO LOCAL COMMUNICATION SERVICES

WITHIN THE STATE OF MISSOURI

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This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 121 Champion Way, Canonsburg, Pennsylvania 15317. [ ]

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ADELPHIA BUSINESS SOLUTIONS OPERATIONS, INC.

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

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TABLE OF CONTENTS

Missouri Public  
Service Commission

Page

TABLE OF CONTENTS.....	1
INDEX OF SERVICES.....	10
LIST OF WAIVERS GRANTED BY COMMISSION.....	11
EXPLANATION OF SYMBOLS.....	12
EXPLANATION OF TERMS.....	13
SECTION 1 - APPLICATION OF TARIFF.....	19
1.1 Application of Tariff.....	20
1.1.1 Service Territory.....	20
1.1.2 Availability.....	20
SECTION 2 - GENERAL RULES AND REGULATIONS.....	21
2.1 Use of Facilities and Service.....	22
2.1.1 Obligation of Company.....	22
2.1.2 Limitations on Liability.....	24
2.1.3 Use of Service.....	30
2.1.4 Use and Ownership of Equipment.....	30
2.1.5 Directory Errors.....	30
2.1.6 Blocking of Service.....	32
2.2 Minimum Period of Service.....	33

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TABLE OF CONTENTS (Cont'd)

Missouri Public Service Commission

Page

2.3	Payment for Services Rendered.....	34
2.3.1	Responsibility for All Charges.....	34
2.3.2	Deposits.....	34
2.3.3	Payment of Charges.....	36
2.3.4	Return Check Charge.....	37
2.3.5	Late Payment Charges.....	37
2.3.6	Customer Overpayments.....	38
2.4	Installation Service.....	38
2.5	Access to Customer's Premises.....	39
2.6	Telephone Surcharges/Taxes.....	39
2.6.1	General.....	39
2.7	Reserved for Future Use.....	39
2.8	Suspension or Termination of Service.....	40
2.8.1	Suspension or Termination for Nonpayment.....	40
2.8.2	Exceptions to Suspension and Termination.....	41
2.8.3	Verification of Nonpayment.....	42
2.8.4	Termination for Cause Other Than Nonpayment.....	43
2.8.5	Emergency Termination of Service.....	46
2.9	Additional Provisions Applicable To Business Customers.....	47
2.9.1	Application of Rates.....	47
2.9.2	Telephone Number Changes.....	48
2.9.3	Deposits.....	48
2.9.4	Dishonored Checks.....	48

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Bridgeville, Pennsylvania 15017

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TABLE OF CONTENTS (Cont'd)

	<b>Missouri Public Service Commission</b>	<u>Page</u>
2.10 Reserved For Future Use .....		49
2.11 Allowances for Interruptions in Service .....	REC'D MAR 02 2000	58
2.11.1 Credit for Interruptions .....		59
2.11.2 Limitations on Credit Allowances .....		62
2.12 Automatic Number Identification .....		63
2.12.1 Regulations .....		63
2.12.2 Terms and Conditions .....		64
 SECTION 3 - CONNECTION CHARGES .....		 65
3.1 Connection Charge .....		66
3.1.1 General .....		66
3.1.2 Exceptions to the Charge .....		67
3.2 Restoral Charge .....		67

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TABLE OF CONTENTS (Cont'd)

Missouri Public

Page

REC'D JUL 30 2001

3.3	Moves, Adds and Changes.....	68
3.4	Record Order Charge .....	69
	Service Commission	
3.5	Charges Associated with Premises Visit .....	69
	3.5.1 Terms and Conditions .....	69
	3.5.2 Trouble Isolation Charge .....	70
	3.5.3 Inside Wire Maintenance and Installation .....	71
3.6	Primary Interexchange Carrier (PIC) Change Charge .....	71
SECTION 4 – PUBLIC ACCESS LINE SERVICE.....		72
4.1	General.....	73
	4.1.2 Public Access Line Service.....	73
SECTION 5 - SUPPLEMENTAL SERVICES .....		78
5.1.	Optional Calling Service.....	79
	5.1.1 General.....	79
	5.1.2 Description of Features .....	79
	5.1.3 Rates and Charges .....	84

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TABLE OF CONTENTS (Cont'd)

	<b>Missouri Public Service Commission</b>	<u>Page</u>
3.3 Moves, Adds and Changes.....		68
3.4 Record Order Charge .....	REC'D MAR 02 2000	69
3.5 Charges Associated with Premises Visit .....		69
3.5.1 Terms and Conditions .....		69
3.5.2 Trouble Isolation Charge .....		70
3.5.3 Inside Wire Maintenance and Installation .....		71
3.6 Primary Interexchange Carrier (PIC) Change Charge .....		71
 SECTION 4 – PUBLIC ACCESS LINE SERVICE .....		 72
4.1 General.....		73
4.1.2 Public Access Line Service.....		73
 SECTION 5 - SUPPLEMENTAL SERVICES .....		 78
5.1. Custom Calling Service.....		79
5.1.1 General.....		79
5.1.2 Description of Features.....		79
5.1.3 Rates and Charges .....		84

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Bridgeville, Pennsylvania 15017

JUN 30 2000

TABLE OF CONTENTS (Cont'd) Missouri Public

	<u>Page</u>	
		REC'D JUL 30 2001
5.2 Advanced Custom Calling Service Features .....	85	[T]
5.2.1 General .....	85	
5.2.2 Description of Features .....	85	Service Commission
5.2.3 Rates and Charges .....	91	
5.3 Centrex-Type Service Features .....	92	
5.3.1 General .....	92	
5.3.2 Legacy Centrex-Type Service Features .....	92	[T]
5.3.3 Adelphia Centrex-Type Service Features .....	97.2	[N]
5.3.4 Rates and Charges .....	.98	[T]
5.4 RESERVED FOR FUTURE USE .....	99	[D]
5.5 Busy Verification and Interrupt Service .....	100	
5.5.1 General .....	100	
5.5.2 Rate Application .....	100	
5.6 Reserved For Future Use .....	101	
5.7 Directory Assistance Service .....	103	
5.7.1 General .....	103	
5.7.2 Regulations .....	103	
5.7.3 Rates .....	104	
5.8 Local Operator Service .....	105	

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 Bridgeville, Pennsylvania 15017-2838

TABLE OF CONTENTS (Cont'd)

	<u>Page</u>
5.2 LASS (Local Area Signaling Services) Features.....	85
5.2.1 General.....	85
5.2.2 Description of Features.....	85
5.2.3 Rates and Charges.....	91
5.3 Centrex-type Service Features.....	92
5.3.1 General.....	92
5.3.2 Description of Features.....	92
5.3.3 Rates and Charges.....	98
5.4 Service and Promotional Trials.....	99
5.4.1 General.....	99
5.5 Busy Verification and Interrupt Service.....	100
5.5.1 General.....	100
5.5.2 Rate Application.....	100
5.6 Trap Circuit Service.....	101
5.6.1 General.....	101
5.6.2 Regulations.....	102
5.6.3 Rates.....	102
5.7 Directory Assistance Service.....	103
5.7.1 General.....	103
5.7.2 Regulations.....	103
5.7.3 Rates.....	104
5.8 Local Operator Service.....	105

Missouri Public Service Commission

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JUN 30 2000

TABLE OF CONTENTS (Cont'd)

Missouri Public

	<u>Page</u>
5.9 Number Intercept Treatment .....	106
5.10 Voice Messaging .....	106
5.10.1 Voice Mail Service .....	106
5.11 Blocking Service .....	109
5.11.1 General .....	109
5.11.2 Regulations .....	110
5.11.3 Rates and Charges .....	110
5.12 Customized Number Service .....	111
5.12.1 General .....	111
5.12.2 Conditions .....	112
5.13 Customer Requested Service Suspension .....	113
5.13.1 General .....	113
5.13.2 Rate Adjustment .....	113
5.14 Remote Call Forwarding Service .....	114
5.14.1 General .....	114
5.14.2 Regulations .....	114
5.14.3 Rates and Charges .....	116
5.15 Reserved for Future Use .....	116
5.16 Integrated Access Service (IAS) .....	116
5.17 Frame Relay Service (FRS) .....	117
5.17.1 Service Description .....	117
5.17.2 Service Elements .....	118
5.17.3 Rate Elements .....	121

REC'D JUL 30 2001

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TABLE OF CONTENTS (Cont'd)

	<u>Page</u>
5.9 Number Intercept Treatment .....	106
5.10 Mail Track (Voice Messaging) .....	106
5.10.1 Description .....	106
5.10.2 Recurring and Nonrecurring Charges .....	108
5.11 Blocking Service .....	109
5.11.1 General .....	109
5.11.2 Regulations .....	110
5.11.3 Rates and Charges .....	110
5.12 Customized Number Service .....	111
5.12.1 General .....	111
5.12.2 Conditions .....	112
5.13 Customer Requested Service Suspension .....	113
5.13.1 General .....	113
5.13.2 Rate Adjustment .....	113
5.14 Remote Call Forwarding Service .....	114
5.14.1 General .....	114
5.14.2 Regulations .....	114
5.14.3 Rates and Charges .....	116
5.15 Reserved for Future Use .....	116
5.16 Reserved For Future Use .....	116
5.17 Frame Relay Service (FRS) .....	117
5.17.1 Service Description .....	117
5.17.2 Service Elements .....	118
5.17.3 Rate Elements .....	121

Missouri Public Service Commission

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JUN 30 2000

TABLE OF CONTENTS (Cont'd)

	<u>Page</u>
SECTION 6 – RESERVED FOR FUTURE USE.....	124
SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES.....	134
7.1 General.....	135
7.2 Service Descriptions and Rates.....	136
7.2.1 Basic Business Line Service.....	137
7.2.2 Reserved For Future Use.....	141
7.2.3 PBX Trunk Service.....	142
7.2.4 Centrex-type Service.....	149
7.2.5 Term Liability/Termination Charges.....	154
7.2.6 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI).....	154
SECTION 8 - SPECIAL SERVICES AND PROGRAMS.....	155
8.1 RESERVED FOR FUTURE USE.....	156
8.2 RESERVED FOR FUTURE USE.....	158
8.3 RESERVED FOR FUTURE USE.....	158
8.4 RESERVED FOR FUTURE USE.....	159

Missouri Public  
Service Commission

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Missouri

Missouri Public  
Service Commission

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**JUN 30 2000**

TABLE OF CONTENTS (Cont'd)

	<b>Missouri Public Service Commission</b>	<u>Page</u>
8.5	Universal Emergency Telephone Number Service.....	160
8.5.1	General.....	160
8.5.2	Regulations.....	161
8.5.3	Conditions of Furnishing Service.....	162
8.6	Enhanced Universal Emergency Telephone Number Service.....	163
8.6.1	General.....	163
8.6.2	Regulations.....	163
8.6.3	Conditions of Furnishing Service.....	165
8.7	State of Missouri Relay Service.....	166
8.7.1	General.....	166
SECTION 9 - SPECIAL ARRANGEMENTS.....		168
9.1	Special Construction.....	169
9.1.1	Basis for Charges.....	169
9.1.2	Basis for Cost Computation.....	169
9.1.3	Termination Liability.....	170
9.2	Non-Routine Installation and/or Maintenance.....	172
9.3	Individual Case Basis (ICB) Arrangements.....	172
9.4	Mutual Compensation.....	172

REC'D MAR 02 2000

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**JUN 30 2000**

TABLE OF CONTENTS (Cont'd)

	<u>Page</u>
SECTION 10 - DIRECTORY .....	173
10.1 Alphabetical Directory.....	174
10.1.1 Main Listings.....	174
10.1.2 Composition of Listings .....	175
10.1.3 Types of Listings.....	175
10.1.4 Non-Published Service.....	178
10.2 Reserved For Future Use .....	180
10.3 Directory Information Requests.....	181
10.4 Liability of the Company for Errors .....	181
10.4.1 General.....	181
10.4.2 Allowance for Errors.....	181
SECTION 11 - SERVICE AREAS & RATES.....	183
SECTION 12 - RATES AND CHARGES.....	192

Missouri Public Service Commission

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Bridgeville, Pennsylvania 15017

JUN 30 2000



INDEX OF SERVICES

Missouri Public

	<u>Page</u>
Alphabetical Directory .....	174
Basic Business Line Service.....	137
Blocking Service.....	109
Busy Verification and Interrupt Service.....	100
Calling Card Services .....	116
Centrex-type Service Features .....	92
Custom Calling Service.....	79
Customer Requested Service Suspension.....	113
Customized Number Service .....	111
Directory Assistance Service .....	103
Directory Assistance Call Completion.....	104.1
Directory Information Requests .....	181
Enhanced Universal Emergency Telephone Number Service.....	163
Frame Relay Service (FRS).....	117
Individual Case Basis (ICB) Arrangements .....	172
Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) .....	154
LASS (Local Area Signaling Services) Features.....	85
Local Operator Service .....	105
Mail Track (Voice Messaging) .....	106
Mutual Compensation .....	172
Non-Routine Installation and/or Maintenance .....	172
Number Intercept Treatment.....	106
Pay Telephone Service.....	72
PBX Trunk Service.....	142
Prepaid Debit Card Services .....	116
Public Access Line.....	141
Remote Call Forwarding Service .....	114
RESERVED FOR FUTURE USE .....	99
Service Areas.....	183
Special Construction .....	169
State of Missouri Relay Service.....	166
Term Liability/Termination Charges.....	170
Trap Circuit Service .....	101
Universal Emergency Telephone Number Service .....	160

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INDEX OF SERVICES

	Missouri Public Service Commission	Page
Alphabetical Directory .....		174
Basic Business Line Service.....		137
Blocking Service.....	REC'D FEB 23 2001	109
Busy Verification and Interrupt Service.....		100
Calling Card Services .....		116
Centrex-type Service Features .....		92
Custom Calling Service.....		79
Customer Requested Service Suspension.....		113
Customized Number Service .....		111
Directory Assistance Service .....		103
Directory Assistance Call Completion.....		104.1
Directory Information Requests .....		181
Enhanced Universal Emergency Telephone Number Service.....		163
Frame Relay Service (FRS).....		117
Individual Case Basis (ICB) Arrangements .....		172
Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) .....		154
LASS (Local Area Signaling Services) Features.....		85
Local Operator Service .....		105
Mail Track (Voice Messaging) .....		106
Mutual Compensation .....		172
Non-Routine Installation and/or Maintenance .....	CANCELLED	172
Number Intercept Treatment.....		106
Pay Telephone Service.....		72
PBX Trunk Service.....	AUG 30 2001	142
Prepaid Debit Card Services .....	2 <sup>ND</sup> RP 10	116
Public Access Line.....	Public Service Commission MISSOURI	141
Remote Call Forwarding Service .....		114
Service and Promotional Trials.....		99
Service Areas.....		183
Special Construction .....		169
State of Missouri Relay Service .....		166
Term Liability/Termination Charges.....		170
Trap Circuit Service .....		101
Universal Emergency Telephone Number Service .....		160

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INDEX OF SERVICES

	<u>Page</u>
Alphabetical Directory .....	174
Basic Business Line Service .....	137
Blocking Service .....	109
Busy Verification and Interrupt Service .....	100
Calling Card Services .....	116
Centrex-type Service Features .....	92
Custom Calling Service .....	79
Customer Requested Service Suspension .....	113
Customized Number Service .....	111
Directory Assistance Service .....	103
Directory Information Requests .....	181
Enhanced Universal Emergency Telephone Number Service .....	163
Frame Relay Service (FRS) .....	117
Individual Case Basis (ICB) Arrangements .....	172
Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) .....	154
LASS (Local Area Signaling Services) Features .....	85
Local Operator Service .....	105
Mail Track (Voice Messaging) .....	106
Mutual Compensation .....	172
Non-Routine Installation and/or Maintenance .....	172
Number Intercept Treatment .....	106
Pay Telephone Service .....	72
PBX Trunk Service .....	142
Prepaid Debit Card Services .....	116
Public Access Line .....	141
Remote Call Forwarding Service .....	114
Service and Promotional Trials .....	99
Service Areas .....	183
Special Construction .....	169
State of Missouri Relay Service .....	166
Term Liability/Termination Charges .....	170
Trap Circuit Service .....	101
Universal Emergency Telephone Number Service .....	160

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LIST OF WAIVERS GRANTED BY COMMISSION

392.210.2	uniform system of accounts
392.270	valuation of property (ratemaking)
392.280	depreciation accounts
392.290.1	issuance of securities
392.300.2	acquisition of stock
392.310	stock and debt issuance
392.320	stock dividend payment
392.340	reorganization(s)
392.330, RSMo Supp. 1998	issuance of securities, debts and notes
4 CSR 240-10.020	depreciation fund income
4 CSR 240-30.040	uniform system of accounts
4 CSR 240-35	reporting of bypass and customer-specific arrangements

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EXPLANATION OF SYMBOLS

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

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

**Missouri Public  
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EXPLANATION OF TERMS

REC'D MAR 02 2000

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

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

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

Attendant - An operator of a PBX console or telephone switchboard.

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

Automatic Number Identification ("ANI") - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

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

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

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

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EXPLANATION OF TERMS (Cont'd)

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

Centrex-type Service - Centrex-type Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises.

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

Commission - Missouri Public Service Commission.

Company - Adelphia Business Solutions Operations, Inc., unless otherwise clearly indicated from the context.

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

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

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

Dial Pulse ("DP") - The pulse type employed by a rotary dial station set.

Direct Inward Dial ("DID") - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

Direct Outward Dial ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

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EXPLANATION OF TERMS (Cont'd)

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Dual Tone Multi-Frequency ("DTMF") - The pulse type employed by tone dial station sets. (Touch tone)

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

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

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

Exchange Access Line - A central office line furnished for direct or indirect access to the exchange system.

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

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

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

Handicapped Person - A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

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

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EXPLANATION OF TERMS (Cont'd)

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

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

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

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

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

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

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

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

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EXPLANATION OF TERMS (Cont'd)

REC'D MAR 02 2000

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

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

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

Local Service - Telephone exchange service within a local calling area.

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

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

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

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

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

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

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

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EXPLANATION OF TERMS (Cont'd)

REC'D MAR 02 2000

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

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

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

Selective Routing ("SR") - A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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

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APPLICATION OF TARIFF

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Section 1 - APPLICATION OF TARIFF

Missouri Public  
Service Commission

1.1 Application of Tariff

REC'D MAR 02 2000

This Tariff sets forth the service offerings, rates, terms and conditions applicable to switched services provided by Adelpia Business Solutions Operations, Inc., as follows:

The furnishing of local exchange intrastate end-user communications services to customers within the State of Missouri.

1.1.1 Service Territory

Adelpia Business Solutions Operations, Inc. will provide service within the State of Missouri.

1.1.2 Availability

Service is available where facilities permit.

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GENERAL RULES AND REGULATIONS

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Section 2 - GENERAL RULES AND REGULATIONS

Missouri Public  
Service Commission

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of the Company

REC'D MAR 02 2000

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

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

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

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.1 Obligation of the Company (Cont'd)

REC'D MAR 02 2000

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

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

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

This tariff applies to both facilities based and resale services for business services only.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.2 Limitations on Liability

REC'D MAR 02 2000

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

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

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.2 Limitations on Liability (Cont'd)

REC'D MAR 02 2000

2.1.2.3 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.

2.1.2.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

2.1.2.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.2 Limitations on Liability (Cont'd)

REC'D MAR 02 2000

2.1.2.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

2.1.2.7 The Company is not liable for any claims for loss or damages involving:

- (a) Breach in the privacy or security of communications transmitted over the Company's facilities;
- (b) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
- (c) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
- (d) Any act or omission in connection with the provision of 911, E911 or similar services;
- (e) Any noncompletion of calls due to network busy conditions.

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

Missouri Public  
Service Commission

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

REC'D MAR 02 2000

2.1.2.8 The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

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

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.2 Limitations on Liability (Cont'd)

REC'D MAR 02 2000

2.1.2.8 (Cont'd)

- (b) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.
- (c) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- (d) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within ninety (90) days after the date of the occurrence that gave rise to the claim.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.2 Limitations on Liability (Cont'd)

REC'D MAR 02 2000

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

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

2.1.2.11 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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

Missouri Public  
Service Commission

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

REC'D MAR 02 2000

2.1.3 Use of Service

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

2.1.4 Use and Ownership of Equipment

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

2.1.5 Directory Errors

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

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

Missouri Public  
Service Commission

2.1.5 Directory Errors (Cont'd)

REC'D MAR 02 2000

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

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

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd) **Missouri Public Service Commission**

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

RFC'D MAR 02 2000

2.1.5 Directory Errors (Cont'd)

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

2.1.6 Blocking of Service

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

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

Missouri Public  
Service Commission

2.2 MINIMUM PERIOD OF SERVICE

RFC'D MAR 02 2000

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

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

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

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

2.3 PAYMENT FOR SERVICES RENDERED

Missouri Public  
Service Commission

2.3.1 Responsibility for All Charges

REC'D MAR 02 2000

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

2.3.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.9 and 2.10 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

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

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

2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

Missouri Public  
Service Commission

2.3.2 Deposits (Cont'd)

REC'D MAR 02 2000

a. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit. The Commission authorized rate of interest paid on deposits is 9%.

b. Inadequate Deposit

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

c. Return of Deposit

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

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

Missouri Public  
Service Commission

2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

2.3.3 Payment of Charges

REC'D MAR 02 2000

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

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if a notice of a dispute as to charges is not received by the Company in writing within the applicable statute of limitations.

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

Missouri Public  
Service Commission

2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

2.3.4 Return Check Charge

REC'D MAR 02 2000

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$10.00.

2.3.5 Late Payment Charges

- a. Customer bills for telephone service are due on the due date specified on the bill, which will be a minimum of 21 days from the date the bill is mailed. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges. Unregulated and 900-related charges are not subject to late payment charges.
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Late payment charges do not apply to government agencies of the State of Missouri. These agencies are required to make payment in accordance with applicable state law.

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

Missouri Public  
Service Commission

2.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

REC'D MAR 02 2000

2.3.6 Customer Overpayments

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

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

2.4 INSTALLATION SERVICE

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

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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd) **Missouri Public Service Commission**

2.5 ACCESS TO CUSTOMER'S PREMISES

RFC'D MAR 02 2000

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

2.6 TELEPHONE TAXES

2.6.1 General

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

2.7 [RESERVED FOR FUTURE USE]

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

Missouri Public Service Commission

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 Suspension or Termination for Nonpayment

REC'D MAR 02 2000

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- a. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- b. Suspension will not be made until at least 8 days after written notification has been mailed to the customer.

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

Company has a Call Center, through which Customers can reach Company's Customer Service Department 24 hours a day, seven days a week for assistance with all products or billing inquiries, changes or additions to their accounts, trouble reports or service complaints. Customers needing new service orders will be routed to a sales representative. Company's toll-free telephone number is 1-800-292-2314.

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

Missouri Public  
Service Commission

2.8.2 Exceptions to Suspension and Termination

REC'D MAR 02 2000

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment of unregulated or 900-related charges;
- c. Nonpayment for service for which a bill has not been rendered;
- d. Nonpayment of any billed charge [not subject to Commission jurisdiction] which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Commission's Rules and Regulations.

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

- e. Nonpayment of back-billed amounts as outlined in Section 2.11.12.

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

Missouri Public  
Service Commission

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.3 Verification of Nonpayment

REC'D MAR 02 2000

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

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

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

Missouri Public  
Service Commission

2.8.4 Termination For Cause Other Than Nonpayment

REC'D MAR 02 2000

a. General

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

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.10.7 regarding Deferred Payment Agreements.

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

Missouri Public  
Service Commission

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

REC'D MAR 02 2000

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

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

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

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

Missouri Public  
Service Commission

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

REC'D MAR 02 2000

c. Abandonment or Unauthorized Use of Facilities

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

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

Missouri Public  
Service Commission

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

REC'D MAR 02 2000

d. Change in the Company's Ability to Secure Access

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

2.8.5 Emergency Termination of Service

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

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

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS **Missouri Public Service Commission**

2.9.1 Application of Rates

REC'D MAR 02 2000

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

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

REC'D MAR 02 2000

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.9.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 30 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 12 of this Tariff.

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

2.9.3 Deposits

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

2.9.4 Dishonored Checks

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

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

2.10 RESERVED FOR FUTURE USE

Missouri Public  
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

Missouri Public  
Service Commission

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

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

2.10 RESERVED FOR FUTURE USE

Missouri Public  
Service Commission

REC'D MAR 02 2000

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

Missouri Public  
Service Commission

2.11.1 Credit for Interruptions

REC'D MAR 02 2000

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

Missouri Public  
Service Commission

2.11.1 Credit for Interruptions (Cont'd)

REC'D MAR 02 2000

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

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

d. Credit to Customer

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

Missouri Public  
Service Commission

2.11.1 Credit for Interruptions (Cont'd)

REC'D MAR 02 2000

e. "Interruption" Defined

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

Missouri Public  
Service Commission

2.11.2 Limitations on Credit Allowances

REC'D MAR 02 2000

No credit allowance will be made for:

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

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

2.12 AUTOMATIC NUMBER IDENTIFICATION

Missouri Public  
Service Commission

2.12.1 Regulations

REC'D MAR 02 2000

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

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

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

Missouri Public  
Service Commission

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

REC'D MAR 02 2000

2.12.1 Regulations (Cont'd)

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

2.12.2 Terms and Conditions

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

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REC'D MAR 02 2000

CONNECTION CHARGES

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Section 3 - CONNECTION CHARGES

Missouri Public  
Service Commission

3.1 CONNECTION CHARGE

REC'D MAR 02 2000

3.1.1 General

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

The connection Charge is comprised of two charges:

- a. Service Order;
- b. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

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

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Section 3 - CONNECTION CHARGES (Cont'd)

Missouri Public  
Service Commission

3.1 CONNECTION CHARGE (Cont'd)

REC'D MAR 02 2000

3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4, Service and Promotional Trials.

3.2 RESTORAL CHARGE

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

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Section 3 - CONNECTION CHARGES (Cont'd)

Missouri Public  
Service Commission

3.3 MOVES, ADDS AND CHANGES

DEC'D MAR 02 2000

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

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

- Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Including rearrangement or reclassification - of existing service at the same location.

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Section 3 - CONNECTION CHARGES (Cont'd)

Missouri Public  
Service Commission

3.4 RECORD ORDER CHARGE

REC'D MAR 02 2000

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

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

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

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

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

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Section 3 - CONNECTION CHARGES (Cont'd)

Missouri Public  
Service Commission

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

REC'D MAR 02 2000

3.5.1 Terms and Conditions (Cont'd)

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

Noncomplex wire, jacks and materials include:

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

3.5.2 Trouble Isolation Charge

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

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Section 3 - CONNECTION CHARGES (Cont'd)

Missouri Public  
Service Commission

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

REC'D MAR 02 2000

3.5.3 Inside Wire Maintenance and Installation

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

a. Inside Wire Installation Charge

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

b. Inside Wire Maintenance Charge

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

3.6 PRIMARY INTEREXCHANGE CARRIER (PIC) CHANGE CHARGE

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

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Missouri Public

REC'D JUL 30 2001

Service Commission

[X]

PUBLIC ACCESS LINE SERVICE

CANCELLED

SEP 20 2003

BY *YN 04-21*  
Public Service Commission  
MS00391

[X]

[x] Service offerings listed herein are classified as "grandfathered". Grandfathered services are furnished subject to all the rules and regulations of the tariff the same as would be applicable if the service offerings were not grandfathered. No new installations for these services will be made. Existing customers may remain with the service unless the company provides thirty (30) days written notice that the service will be discontinued. Grandfathered services with no subscribers will be removed from the tariff with prior Commission Approval.

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Missouri Public  
Service Commission

REC'D MAR 02 2000

PAY TELEPHONE SERVICE

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Section 4 – PUBLIC ACCESS LINE SERVICE REC'D JUL 30 2001

4.1 GENERAL

4.1.1 Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Public Access Line service is one-party exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.

4.1.2 Public Access Line Service:

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

CANCELLED

SEP 20 2003  
BY XN-04-21

[X] Service offerings listed herein are classified as "grandfathered". Grandfathered services are furnished subject to all the rules and regulations of the tariff the same as would be applicable if the service offerings were not grandfathered. No new installations for these services will be made. Existing customers may remain with the service unless the company provides thirty (30) days written notice that the service will be discontinued. Grandfathered services with no subscribers will be removed from the tariff with prior Commission Approval.

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Section 4 - PUBLIC ACCESS LINE SERVICE

Missouri Public Service Commission

4.1 GENERAL

REC'D MAR 02 2000

4.1.1 Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Public Access Line service is one-party exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.

4.1.2 Public Access Line Service:

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

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Section 4 – PUBLIC ACCESS LINE SERVICE (Cont'd)

Missouri Public

4.1 GENERAL (Cont'd)

REC'D JUL 30 2001 [X]

4.1.2 Public Access Line Service: (Cont'd)

Service Commission

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

[X]

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Public Utility Commission  
MISSOURI

[x] Service offerings listed herein are classified as "grandfathered". Grandfathered services are furnished subject to all the rules and regulations of the tariff the same as would be applicable if the service offerings were not grandfathered. No new installations for these services will be made. Existing customers may remain with the service unless the company provides thirty (30) days written notice that the service will be discontinued. Grandfathered services with no subscribers will be removed from the tariff with prior Commission Approval.

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Section 4 – PUBLIC ACCESS LINE SERVICE (Cont'd) Missouri Public Service Commission

4.1 GENERAL (Cont'd)

REC'D MAR 02 2000

4.1.2 Public Access Line Service: (Cont'd)

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

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SUPPLEMENTAL SERVICES

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Section 5 - SUPPLEMENTAL SERVICES

REC'D JUL 30 2001

5.1 OPTIONAL CALLING SERVICE

[T]

5.1.1 General

Service Commission

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

[T]

[D]

5.1.2 Description of Features

a. 3-Way Calling

[T]

3-Way Calling allows a customer to add a third party to an existing call and form a three-way call.

[T]

[D]

b. 6-Way Calling allows a subscriber to call up to five other numbers to create a 6-way conference call.

[N]

c. Call Forwarding

[T]

Call Forwarding features, when activated, redirect attempted terminating calls to another customer-specified line.

[T]

[D]

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

[T]

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Section 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

Missouri Public  
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5.1.1 General

REC'D MAR 02 2000

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

5.1.2 Description of Features

a. Three Way Conference, Consultation, Transfer

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

b. Call Forwarding

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) Missouri Public

5.1 OPTIONAL CALLING SERVICE (Cont'd)

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5.1.2 Description of Features (Cont'd)

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c. Call Forwarding (Cont'd)

By *XN-021*  
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Call Forwarding Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within a fixed period. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer activates and deactivates this feature, and selects the forward-to number for each activation.

Remote Access to Call Forwarding Variable allows the subscriber to activate and deactivate Call Forwarding Variable from a telephone other than the one to which Call Forwarding Variable is assigned. A pre-assigned PIN provides the subscriber with security for activating and de-activating the feature.

Call Forwarding Fixed automatically re-routes an incoming call to a pre-designated number when Call Forwarding is activated by the user.

d. Call Waiting/Cancel Call Waiting

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

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5.1.2 Description of Features (Cont'd)

REC'D MAR 02 2000

b. Call Forwarding (Cont'd)

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

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

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

c. Call Waiting/Cancel Call Waiting

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 OPTIONAL CALLING SERVICE (Cont'd)

REC'D JUL 30 2001 [T]

5.1.2 Description of Features (Cont'd)

Service Commission

e. Call Waiting Originating [N]

Call Waiting Originating allows the subscriber to apply call waiting treatment to a busy called line for the duration of the call attempt. Use is restricted to the subscriber's inter-terminal group. [N]

f. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring [D]

g. Multiline Hunting [D] [N]

Hunt Group

Hunting is used to search for an idle line within a pre-defined multi-line hunt group. Each line in the multi-line hunt group is assigned a member number used for hunting. [D] [N]

Regular (sequential) Hunting searches for an idle line beginning with the dialed member and continuing by increasing member number to the highest member number. If no idle line is found, a busy signal is returned. [N]

Circular Hunting searches for an idle line beginning with the dialed member and continuing by increasing member number to the highest member number. If no idle line is found, hunting continues from lowest member number up to the member before the dialed number. If no idle line is found, a busy signal is returned.

Uniform Call Distribution Hunting searches for an idle line beginning with the member with the fewest number of completed calls and continuing with the member with the next higher number of completed calls. When two or more members have the same number of completed calls, the hunt is conducted from the lowest to the highest member number. If no idle line is found by the end of the hunting sequence, a busy signal is returned. [N]

\*Certain material previously appearing on this page now appears on First Revised Page No: 82.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

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5.1.2 Description of Features (Cont'd)

REC'D MAR 02 2000

d. Distinctive Ringing

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

e. Multiline Hunting

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

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

f. Speed Calling

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

g. Mail Track (Voice Messaging)

Provides users with an electronic voice messaging system, which answers calls when users are on the phone or away from their desk.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) Missouri Public

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5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

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g. Multi-Line Hunting (Cont'd)

BY *Janet S. Livengood* Service Commission [N]

Series Completion Hunting (circular arrangement) This feature functions like Circular Hunting, but defines the hunted numbers with a list of up to 16 linked telephone numbers, instead of with a multi-line hunt group. Hunting starts with the called line and, if not idle line is found, ends with the line before the called line.

Queuing for Multi-Line Hunt Groups with Delay Announcements When all members of a multi-line hunt group are busy, incoming calls are queued on a first-in, first-served basis. The calling party is given delay (queuing) treatment consisting of tones and/or customer-provided announcements or music. Queuing for Multi-Line Hunt groups applies only to Circular Hunting and Uniform Call Distribution. It cannot be used with Regular (Sequential) Hunting or with Series Completion Hunting.

h. Speed Calling

Speed Calling allows the subscriber to create and maintain a personal list of phone numbers, each of which can be dialed by entering one or two subscriber-specified digits.

Speed Calling 8 provides for a Speed Calling list of up to eight numbers, each dialed by one digit.

Speed Calling 30 provides for a Speed Calling list of up to 30 numbers, each dialed by two digits.

i. Call Hold

Call Hold allows the subscriber to put an in-progress call on hold, place a second call and conduct a private conversation that the first caller can't hear, disconnect from the second call, then return to the original call.

\*Certain material now appearing on this page previously appeared on Original Page No. 81.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

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Section 5 – SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public

5.1 OPTIONAL CALLING SERVICE (Cont'd)

REC'D JUL 30 2001 [T]

5.1.2 Description of Features (Cont'd)

Service Commission [N]

j. Call Transfer

Call Transfer allows the subscriber to transfer an in-progress call to another line. Use is restricted to the subscriber's intra-terminal group.

k. Hot Line

A Hot Line Circuit automatically connects to a pre-determined number when the hot line phone goes off the hook.

[N]

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) Missouri Public

5.1 OPTIONAL CALLING SERVICE (Cont'd)

5.1.3 Rates and Charges

a. Monthly Rates

Rates for this service are located in Section 12.

b. Connection Charges (Nonrecurring Charges)

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

See Rate Schedule in Section 12 of this tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

Missouri Public  
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5.1.3 Rates and Charges

REC'D MAR 02 2000

a. Monthly Rates

Rates for this service are located in Section 12.

b. Connection Charges (Nonrecurring Charges)

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

See Rate Schedule in Section 12 of this tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 ADVANCED CUSTOM CALLING SERVICES

REC'D JUL 30 2001 [M]

5.2.1 General

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

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5.2.2 Description of Features

a. Caller ID Name and Number

Caller ID Name and Number automatically displays a caller's name and number, if available, on the user's station set display.

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[N]

This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Adelpia Business Solutions: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public Service Commission

5.2 LASS (Local Area Signaling Services) FEATURES

REC'D MAR 02 2000

5.2.1 General

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

5.2.2 Description of Features

a. Caller ID Name and Number

This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Adelpia Business Solutions: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

REC'D JUL 30 2001

5.2.2 Description of Features (Cont'd)

Service Commission

a. Caller ID Name and Number (Cont'd)

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Adelphia Business Solutions assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public  
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5.2.2 Description of Features (Cont'd)

REC'D MAR 02 2000

a. Caller ID Name and Number (Cont'd)

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Adelphia Business Solutions assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) REC'D JUL 30 2001

5.3 ADVANCED CUSTOM CALLING SERVICES (Cont'd) [T]

Service Commission

5.2.2 Description of Features (Cont'd)

b. Automatic Callback

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

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

The following types of calls cannot be Automatically Called back:

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public  
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5.2.2 Description of Features (Cont'd)

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b. Automatic Callback

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

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

The following types of calls cannot be Automatically Called back:

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001 [T]

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

Service Commission

5.2.2 Description of Features (Cont'd)

c. Automatic Recall

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

d. Selective Distinctive Alert

Selective Distinctive Alert allows a user to create a list of up to twelve telephone numbers from which calls will be distinguished by a special ring or, if the line is busy, by a special call waiting tone. The number of the last incoming call can be added to the user's list even if it is not known.

When the feature is activated, calls from numbers on the user's Selective Distinctive Alert list have a special ring or special call waiting tone. Calls from numbers not on the list ring normally.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Distinctive Alert list, and activate or deactivate the feature.

e. Selective Call Acceptance/Forwarding

Selective Call Acceptance/Forwarding allows a user to create a list of up to twelve telephone numbers from which calls will be accepted or forwarded to a user-specified number.

When the feature is activated, calls from numbers that are not on the user's Selective Call Acceptance/Forwarding list are either routed to an announcement that calls are not being accepted or forwarded to a user-specified number.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Call Acceptance/Forwarding list; specify or change the forward-to number; specify how non-accepted calls are treated; and activate or deactivate the feature.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public  
Service Commission

5.2.2 Description of Features (Cont'd)

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c. Automatic Recall

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

d. Selective Distinctive Alert

Selective Distinctive Alert allows a user to create a list of up to twelve telephone numbers from which calls will be distinguished by a special ring or, if the line is busy, by a special call waiting tone. The number of the last incoming call can be added to the user's list even if it is not known.

When the feature is activated, calls from numbers on the user's Selective Distinctive Alert list have a special ring or special call waiting tone. Calls from numbers not on the list ring normally.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Distinctive Alert list, and activate or deactivate the feature.

e. Selective Call Acceptance/Forwarding

Selective Call Acceptance/Forwarding allows a user to create a list of up to twelve telephone numbers from which calls will be accepted or forwarded to a user-specified number.

When the feature is activated, calls from numbers that are not on the user's Selective Call Acceptance/Forwarding list are either routed to an announcement that calls are not being accepted or forwarded to a user-specified number.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Call Acceptance/Forwarding list; specify or change the forward-to number; specify how non-accepted calls are treated; and activate or deactivate the feature.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

REC'D JUL 30 2001

5.2.2 Description of Features (Cont'd)

Service Commission

f. Selective Call Rejection

Selective Call Rejection allows a user to create a list of up to twelve telephone numbers from which calls will not be accepted. The most recent incoming call can be added to the list even if the number is not known. When the feature is activated, a call from a number on the user's Selective Call Rejection list is routed directly to an announcement that it will not be accepted. Calls from other numbers complete normally. Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Call Rejection list, and activate or deactivate the feature.

g. Caller ID Number Only

Caller ID Number automatically displays a caller's number, if available, on the user's station set display.

h. Caller ID Name Only

Caller ID Name automatically displays a caller's name, if available, on the user's analog station set display.

i. Call Trace

Adelphia Business Solutions' call trace capability is not available on a per call basis. If a customer wishes to have this capability he/she must subscribe to Adelphia Business Solutions' Call Trace Service. Charges for this service are listed in Section 12.

A customer who subscribes to Adelphia Business Solutions' Call Trace Service and wishes to attempt a Call Trace must immediately after the threatening or harassing call press \*57, and hold the line. A recording will inform the customer if the trace was successful, and how to proceed by contacting their local law enforcement agency. Under no circumstances will the customer be provided the calling number.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public Service Commission

5.2.2 Description of Features (Cont'd)

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f. Selective Call Rejection

Selective Call Rejection allows a user to create a list of up to twelve telephone numbers from which calls will not be accepted. The most recent incoming call can be added to the list even if the number is not known.

When the feature is activated, a call from a number on the user's Selective Call Rejection list is routed directly to an announcement that it will not be accepted. Calls from other numbers complete normally.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Selective Call Rejection list, and activate or deactivate the feature.

g. Caller ID Number Only

Caller ID Number automatically displays a caller's number, if available, on the user's station set display.

h. Caller ID Name Only

Caller ID Name automatically displays a caller's name, if available, on the user's analog station set display.

i. Call Trace

Adelphia Business Solutions' call trace capability is not available on a per call basis. If a customer wishes to have this capability he/she must subscribe to Adelphia Business Solutions' Call Trace Service. Charges for this service are listed in Section 12.

A customer who subscribes to Adelphia Business Solutions' Call Trace Service and wishes to attempt a Call Trace must immediately after the threatening or harassing call press \*57, and hold the line. A recording will inform the customer if the trace was successful, and how to proceed by contacting their local law enforcement agency. Under no circumstances will the customer be provided the calling number.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001 [M]

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

Service Commission

5.2.2 Description of Features (Cont'd)

j. Bulk Calling Line ID

Bulk Calling Line ID provides PBXs, multi-line hunt groups, and Centrex groups or individual lines with information about calls originating from outside. As an option, the customer can have the same information collected for intra-group calls.

Call information is transmitted from the terminating switch to customer-provided equipment at the customer's premises for recording and storage.

k. Computer Access Restriction

Computer Access Restriction allows a user to create a list of up to 31 telephone numbers from which calls will be accepted for computer access dial-up.

When the feature is activated, calls from numbers that are not on the user's Computer Access Restriction list are routed to an announcement that calls are not being accepted or forwarded to a user-specified number.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Computer Access Restriction list; specify how non-accepted calls are treated; and activate or deactivate the feature.

l. Anonymous Call Rejection

Anonymous Call Rejection automatically routes incoming calls that are intentionally marked private to an announcement that such calls are not accepted. The user is not alerted to the incoming call. Calls with numbers or names that are unavailable due to network restrictions or other similar reasons complete normally.

The user can activate and deactivate Anonymous Call Rejection with dialed codes.

Anonymous Call Rejection is included with all Caller ID features. Lines without a Caller ID feature can subscribe to Anonymous Call Rejection as an individual feature.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public  
Service Commission

5.2.2 Description of Features (Cont'd)

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j. Bulk Calling Line ID

Bulk Calling Line ID provides PBXs, multi-line hunt groups, and Centrex groups or individual lines with information about calls originating from outside. As an option, the customer can have the same information collected for intra-group calls.

Call information is transmitted from the terminating switch to customer-provided equipment at the customer's premises for recording and storage.

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Computer Access Restriction allows a user to create a list of up to 31 telephone numbers from which calls will be accepted for computer access dial-up.

When the feature is activated, calls from numbers that are not on the user's Computer Access Restriction list are routed to an announcement that calls are not being accepted or forwarded to a user-specified number.

Using codes entered on the user's station set, the user can at any time: add numbers to or delete numbers from the Computer Access Restriction list; specify how non-accepted calls are treated; and activate or deactivate the feature.

l. Anonymous Call Rejection

Anonymous Call Rejection automatically routes incoming calls that are intentionally marked private to an announcement that such calls are not accepted. The user is not alerted to the incoming call. Calls with numbers or names that are unavailable due to network restrictions or other similar reasons complete normally.

The user can activate and deactivate Anonymous Call Rejection with dialed codes.

Anonymous Call Rejection is included with all Caller ID features. Lines without a Caller ID feature can subscribe to Anonymous Call Rejection as an individual feature.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

REC'D JUL 30 2001 [T]

5.2.2 Description of Features (Cont'd)

Service Commission

m. Callback Features Package

The Callback Features Package includes: Automatic Callback, Automatic Recall, and Call Trace.

n. Selective Call Features Package

The Selective Call Features Package includes: Selective Call Acceptance, Selective Call Forward, Selective Call Rejection, and Selective Distinctive Alert.

o. All Call Privacy permanently blocks delivery of a subscriber's number and name on outgoing calls.

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[N]

5.2.3 Rates and Charges

a. Monthly Rates

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Rates for this service are located in Section 12, Residential Network Switched Service, and Section 12, Business Network Switched Service.

b. Connection Charges (Nonrecurring Charges)

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

See Rate Schedule in Section 12 of this Tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Advanced Custom Calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 LASS (Local Area Signaling Services) FEATURES (Cont'd)

Missouri Public  
Service Commission

5.2.2 Description of Features (Cont'd)

REC'D MAR 02 2000

m. Callback Features Package

The Callback Features Package includes: Automatic Callback, Automatic Recall, and Call Trace.

n. Selective Call Features Package

The Selective Call Features Package includes: Selective Call Acceptance, Selective Call Forward, Selective Call Rejection, and Selective Distinctive Alert.

5.2.3 Rates and Charges

a. Monthly Rates

Rates for this service are located in Section 12, Residential Network Switched Service, and Section 12, Business Network Switched Service.

b. Connection Charges (Nonrecurring Charges)

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

See Rate Schedule in Section 12 of this Tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new LASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE

Service Commission

5.3.1 General

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

5.3.2 Legacy Centrex-Type Service Features [T]

- a. 3-Way Calling allows a subscriber to add a third party to an existing call and form a three-way conference call. [T]
- b. 6-Way Calling allows a subscriber to call up to five other numbers to create a six-way conference call. [N]
- c. Call Pickup

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.3 CENTREX-TYPE SERVICE

REC'D MAR 02 2000

5.3.1 General

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

5.3.2 Description of Features

a. Three Way Conference, Consultation, Transfer

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

b. Call Pickup

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE (Cont'd)

Service Commission<sup>(1)</sup>

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

d. Call Transfer - All Calls

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

e. Directed Call Pickup with Barge-In

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

f. Directed Call Pickup without Barge-In

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

g. Distinctive Ringing

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

Missouri Public  
Service Commission

5.3.2 Description of Features (Cont'd)

REC'D MAR 02 2000

c. Call Transfer - All Calls

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

d. Directed Call Pickup with Barge-In

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

e. Directed Call Pickup without Barge-In

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

f. Distinctive Ringing

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE (Cont'd)

Service Commission

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

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

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

i. Regular Multiline Hunting

Hunt Group

Hunting is used to search for an idle line within a pre-defined multi-line hunt group. Each line in the multi-line hunt group is assigned a member number used for hunting

[D] [N]

Regular (sequential) Hunting searches for an idle line beginning with the dialed member and continuing by increasing member number to the highest member number. If no idle line is found, a busy signal is returned.

Circular Hunting searches for an idle line beginning with the dialed member and continuing by increasing member number to the highest member number. If no idle line is found, hunting continues from lowest member number up to the member before the dialed number. If no idle line is found, a busy signal is returned.

Uniform Call Distribution Hunting searches for an idle line beginning with the member with the fewest number of completed calls and continuing with the member with the next higher number of completed calls. When two or more members have the same number of completed calls, the hunt is conducted from the lowest to the highest member number. If no idle line is found by the end of the hunting sequence, a busy signal is returned.

[D] [N]

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.3 CENTREX-TYPE SERVICE (Cont'd)

REC'D MAR 02 2000

5.3.2 Description of Features (Cont'd)

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

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

h. Regular Multiline Hunting

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

i. Circular Hunting

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE (Cont'd)

Service Commission <sup>[T]</sup>

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

j. Speed Calling (Centrex-type only)

[D] [N]

Speed Calling allows the subscriber to create and maintain a personal list of phone numbers, each of which can be dialed by entering one or two subscriber-specified digits.

[D] [N]

Speed Calling 8 provides for a Speed Calling list of up to eight numbers, each dialed by one digit.

[N]

Speed Calling 30 provides for a Speed Calling list of up to 30 numbers, each dialed by two digits.

[N]

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

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

l. Series Completion

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

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

Missouri Public  
Service Commission

5.3.2 Description of Features (Cont'd)

REC'D MAR 02 2000

j. Speed Calling (Centrex-type only)

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

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

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

l. Series Completion

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

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE (Cont'd)

Service Commission

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

n. Account Codes

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

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[D]

o. Call Forwarding

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

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

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## 5.3.2 Description of Features (Cont'd)

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## n. Account Codes

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

## o. Terminal Group and Station Restriction

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

## p. Uniform Call Distribution (Uniform Hunting)

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

## q. Call Forwarding

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

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5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

REC'D JUL 30 2001 [T]

o. Call Forwarding (Cont'd)

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Call Forwarding Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within a fixed period. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer activates and deactivates this feature, and selects the forward-to number for each activation. [T]

Remote Access to Call Forwarding Variable allows the subscriber to activate and deactivate Call Forwarding Variable from a telephone other than the one to which Call Forwarding Variable is assigned. A pre-assigned PIN provides the subscriber with security for activating and de-activating the feature. [N]

Call Forwarding Fixed automatically re-routes an incoming call to a pre-designated number when Call Forwarding is activated by the user. [N]

p. Call Waiting/Cancel Call Waiting

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

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5.3.2 Description of Features (Cont'd)

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q. Call Forwarding (Cont'd)

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

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

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

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

r. Call Waiting/Cancel Call Waiting

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.3 CENTREX-TYPE SERVICE (Cont'd)

Service Commission [N]

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

q. Call Waiting Originating allows the subscriber to apply call waiting treatment to a busy called line for the duration of the call attempt. Use is restricted to the subscriber's inter-terminal group.

r. Call Hold

Call Hold allows the subscriber to put an in-progress call on hold, place a second call and conduct a private conversation that the first caller can't hear, disconnect from the second call, then return to the original call.

s. Call Transfer

Call Transfer allows the subscriber to transfer an in-progress call to another line. Use is restricted to the subscriber's intra-terminal group.

t. Automatic Callback Calling

When a subscriber reaches a busy line, Automatic Callback Calling can be invoked with a dialed code to camp on to the busy line for up to 30 minutes and to alert the subscriber when that line becomes idle. This is not the same as Automatic Callback, and Advanced Custom Calling feature.

u. Hot Line

A Hot Line Circuit automatically connects to a pre-determined number when the hot line phone goes off the hook.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups

a. Standard Features Package

REC'D JUL 30 2001 [N]

Service Commission

These common "core" features are offered to all Adelphia Centrex customers at no extra charge. They are included automatically.

- Automatic Callback Calling allows a subscriber to camp on a busy line for up to 30 minutes. When the lines of both the subscriber and the called party are idle, automatic callback calling alerts the subscriber with a distinctive ring.
- Call Forwarding Variable, when activated by the subscriber, forwards all calls placed to the subscriber's line to another subscriber specified number.
- Call Hold allows the subscriber to put an in-progress call on hold, then to place another call.
- Call Transfer allows a station line to transfer an established call to another station line inside or outside the customer group.
- Direct Inward Dialing allows incoming calls from the exchange network to reach a specific station line without attendant assistance.
- Direct Outward Dialing allows a station line to place external calls to the exchange network without attendant assistance.
- Directed Call Park allows a station line to park a call against another station line in the customer group, or to its own station line. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.
- Directed Call Pickup Without Barge-In
- Per Call Privacy prevents the station line name and number from appearing on the called party's Caller ID telephone or display unit. Must be activated prior to each outgoing call.
- Station to Station Dialing allows a station line to complete calls to other station lines within the customer group without the assistance of an attendant, usually by dialing 4 digits.
- Three Way Calling allows a station line to add a third party to an existing two-party call.
- Touch Tone - Dual tone Multi-Frequency or DTMF. Each button on a touch tone telephone set will produce a unique, simultaneous combination of two different tones, one high frequency and one low frequency.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

b. Optional No-Charge Features Package

REC'D JUL 30 2001 [N]

Service Commission

These less common and/or mutually exclusive features are offered to all Adelphia Centrex customers at no extra charge (with the exceptions of Uniform Call Distribution, and queuing). Any or all of these features may be included at the customer's request.

- Account Codes are dialed immediately preceding an outward call and enable a user to associate a call with a specific account code.
- Authorization Codes are dialed immediately preceding an outward call and identify callers on the SMDR record, assign a Network Class-of Service (NCOS), and control network access.
- Call Forwarding Busy re-directs calls attempting to terminate to a busy station line to a pre-determined line inside or outside the customer group.
- Call Forwarding Don't Answer re-directs incoming calls to a pre-determined line inside or outside the customer group when the called station line does not answer within a pre-determined time.
- Call Waiting allows an internal or external incoming call to a busy station line to be held waiting while a signal is directed to the busy station line. Call Waiting may be canceled for a call by dialing a deactivation code immediately prior to the call, or by using the three-way calling and the deactivation code during a call.
- Cancel Call Waiting – Call waiting may be canceled for a call by dialing a deactivation code immediately prior to the call, or by using three-way calling and the deactivation code during a call.
- Distinctive Call Waiting Tones provides different call waiting tone cadences for internal and external calls to the customer group.
- Distinctive Ringing provides different ringing patterns for internal and external calls to the customer group.
- Group Call Pickup allows a station line to answer incoming calls to another station line within a defined call pickup group.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

REC'D JUL 30 2001

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

[N]

b. Optional No-Charge Features Package (Cont'd) Service Commission

- Hunting routes an incoming call directed to a busy station to an idle station line within a pre-arranged hunt group. Three varieties of hunting are available at no extra cost: sequential, series completion (regular), and circular. Uniform Call Distribution (UCD) is a variety of hunting available as a chargeable feature. A sequential hunt routes a call directed to a busy station to the sequential hunt number assigned to the station, up to a maximum of 16 numbers. A series completion (regular) hunt requires a multi-line hunt group, and routes a call directed to a busy station to the next station in the multi-line hunt group list, when the hunt reaches the end of the list, the hunt terminates. A circular hunt requires a multi-line hunt group, and routes a call directed to a busy station to the next station in the multi-line hunt group list, when the hunt reaches the end of the list, the hunt continues with the first station on the list until the original station is reached, then the hunt terminates. For a definition of UCD, see Uniform Call Distribution in the Optional Chargeable features section. Queuing is available with all multi-line hunt group types; see queue Slot in the Optional chargeable features section.
- Intercept routes incoming external calls made to a non-working Centrex-Type line or outgoing calls that violate class of service restriction to a generic announcement.
- Line Treatments provide the capability to allow or deny certain types of individual station line features, call origination, and call termination.
- Speed Calling 6 permits a station line user to dial selected numbers using fewer digits than normally required, using customer-defined codes. There are six codes available, applicable only to that individual station.
- Speed Calling 30 permits a station line user to dial selected numbers using fewer digits than normally required, using customer-defined codes. There are thirty codes available, applicable only to that individual station line.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

REC'D JUL 30 2001 [N]

c. Optional Chargeable Features Package

Service Commission

Any or all of these chargeable, customer specific features will be included in Adelphia Centrex at the customer's request.

- Automatic Route Selection (ARS) Automatically selects the preferred route for network calls when a station user dials a pre-selected code.
  - ARS – Expensive Route Warning Tone provides a warning tone to indicate the selection of an expensive route.
  - ARS – Facility Restriction Level determines both the type of call and the type of facility available to the associated user.
  - ARS – NPA/NXX Restrictions enables the restriction of NPA and/or NXX codes for stations within a customer group.
- Carrier Access Port enables a station user within the customer group to directly access a customer-specified interexchange carrier through the use of access codes or automatic route selection. Private facilities to the interexchange carrier are required.
- Loudspeaker Paging Access allows a station line user to access customer-provided loudspeaker paging equipment by dialing an access code. Requires dedicated signal circuit.
- Message Waiting Lamp lights a lamp on suitable equipped customer-provided station equipment to signify a voice mail message waiting status. This feature is provided free of charge with Adelphia Voice Mail. If an alternate voice mail vendor is used, this feature carries a charge and may require customer-provided private facilities.
- Music On Hold provides music for callers placed on hold within the Centrex system. Requires suitable customer-provided music source. Requires customer to purchase necessary circuit(s).
- Remote Access to Call Forwarding Variable enables the subscriber to activate and de-activate Call Forwarding Variable from a line other than the subscribing line, using a PIN and following voice prompts. Requires Call Forwarding Variable on the subscriber's line.
- Secondary – Only Telephone Number – A telephone number which does not have its own facilities, but uses the facilities of a primary directory number.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

REC'D JUL 30 2001

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

c. Optional Chargeable Features Package

Service Commission

- Six-Way Calling allows a station line to establish a conference call of 4-6 conferees without the assistance of the attendant.
- Time of Day Network Class of Service Routing provides dynamic class-of service (COS) values based on the time of day, day of week, or week of year.
- Uniform Call Distribution (UCD) is a multi-line hunt feature. A UCD is designed to deliver a more equitable distribution of incoming calls to all stations in the multi-line hunt group than other hunting options. A UCD group is assigned a directory number specific to the UCD group, but not specific to any station within the UCD group. Calls to the UCD directory number are directed to the station next on the UCD group list after the last station to answer a call directed to the UCD directory number. If that station is busy, the call routes to the next station in the multi-line hunt group list, and so on. When the hunt reaches the end of the list, the hunt continues with the first station on the list until the original station is reached. If no stations are idle, queueing is available; see Queue Slot below.
- Queue Slot provides a queueing or "waiting area" for calls directed to a multi-line hunt group that has no idle stations. The size of the queue is equal to the number of queue slots purchased by the customer. Queued calls are directed to the next idle station on a first in, first out basis. Queued callers will hear ringing. Messages or music for queued callers is available with customer-provided equipment. If all stations are busy and the queue is full, the caller will hear a busy signal.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

REC'D JUL 30 2001 [N]

d. Advanced Custom Calling Features Package

Service Commission

Any or all of these chargeable features are available to the subscriber upon request.

- Automatic Callback redials the telephone number of the most recent incoming, internal, or external call automatically. If the redialed line is busy, the call will be attempted for a maximum of 30 minutes. Should the redialed line become idle during this period and the originating station line is available to complete the call, then a distinctive ringing signal will alert the originating station line that the call can be completed.
- Automatic Recall redials the telephone number of the most recent outgoing external call automatically. If the redialed line is busy, the call will be attempted for a maximum of 30 minutes. Should the redialed line become idle during this period and the originating station line is available to complete the call, then a distinctive ringing signal will alert the originating station line that the call can be completed.
- Call Trace initiates a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities, and the customer has not made or received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to Adelphia where it can be obtained by an appropriate law enforcement agency when the customer files a complaint. Adelphia assumes no responsibility for damages if a trace attempt is not successful.
- Caller ID - Number displays the originating telephone number of an incoming call on customer-provided equipment.
- Caller ID - Number & Name displays the originating telephone number and associated name of an incoming call on customer-provided equipment.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

REC'D JUL 30 2001

d. Advanced Custom Calling Features Package (Cont'd)

Service Commission [N]

- Directory Number Privacy prevents the station line name and number from appearing on the called party's Caller ID telephone or display unit. If the feature is active, the deactivation code will toggle the feature off for a single call. If the feature is not active, the activation code will toggle the feature on for a single call.
- Selective Call Acceptance allows the subscriber to create and maintain a list of up to 12 phone numbers from which calls will be accepted.
- Selective Call Forwarding allows the subscriber to create and maintain a list of up to 12 phone numbers from which calls will be forwarded to another subscriber-specified phone number.
- Selective Call Rejection allows the subscriber to create and maintain a list of up to 12 phone numbers from which calls will not be accepted.
- Selective Distinctive Alert allows the subscriber to create and maintain a list of up to 12 phone numbers from which calls will be announced with a special ring.

e. Attendant Console Features Package

These chargeable features are available only as a complete package providing advanced attendant call handling features. These features require an attendant console.

- Attendant Access to Paging allows an attendant to access customer-provided loudspeaker paging equipment. Requires dedicated signal circuit.
- Attendant Autodial permits the dialing of a frequently called number by depressing the autodial feature key, which is programmed with the number.
- Attendant Automatic Recall returns attendant extended calls to the console after a predetermined time period.
- Attendant Camp-On allows the attendant to extend an incoming call to a busy station. When the call in progress terminates, the camped-on call will ring at the station.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.3 Adelphia Centrex-Type Service Feature Groups (Cont'd)

REC'D JUL 30 2001 [N]

e. Attendant Console Features Package (Cont'd)

Service Commission

- Attendant Conference allows an attendant to establish a six-port conference call.
- Attendant Speed Calling Allows an attendant to dial frequently dialed numbers by depressing a speed dial key and dialing one or two digits instead of all digits in the number.
- Attendant Transfer allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.
- Busy Verification of Station Lines allows the attendant to determine if a station line is idle.
- Busy Verification of Trunks allows the attendant to determine if a trunk is idle.
- Call Park Recall Timer provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking mode. If the call is not retrieved or abandoned within the defined timer, the call is unparked and the attendant is recalled.
- Call Splitting allows the attendant to talk privately to either the calling party or the called party.
- Caller ID - Number & Name Displays the originating telephone number and associated name of an incoming call on customer-provided equipment.
- Direct Station Selection allows the attendant to access station lines by depressing a button associated with that station.
- Interposition Calling allows communication and transfer of calls between attendants.
- Multiple Console Operation allows the assignment of more than one console per system.
- Night Service Flexible - Calls that are normally routed to the attendant during the day are routed to pre-designated locations at night.
- Position Busy allows the attendant to make the console unavailable to additional queued calls.
- Trunk Answer From Any Station allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAAS alerting device sounds.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

REC'D JUL 30 2001

5.3.3 Adelpia Centrex-Type Service Feature Groups (Cont'd) Service Commission [N]

f. Digital Electronic Telephone Set (DETS) Features Package

These chargeable features are available only as a complete package exclusively for digital centrex customers. The package provides advanced station call handling features.

- Add On Module allows for the provisioning of additional modules attached to a DETS.
- Auto Intercom allows a digital electronic telephone set user to directly terminate on another pre-designated digital electronic telephone set by depressing the intercom key.
- Automatic Call Hold eliminates the need to activate the hold feature or hold button prior to answering a second call appearance. When a second call appearance is selected, the first call appearance is automatically put on hold.
- Caller ID – Number & Name displays the originating telephone number and associated name of an incoming call on customer-provided equipment.
- Direct Station Selection allows the user to ring a monitored appearance station line by depressing the button associated with that monitored appearance.
- Display Called Number provides the user of a digital electronic telephone set equipped with an LCD with a display of dialed digits during the origination, termination, programming, and feature activation operations.
- Feature Access provides for the use of dial codes as an alternative method of accessing digital electronic telephone set features by feature keys.
- Feature Display provides the user of a digital electronic telephone set equipped with an LCD with a display of user-entered data and incoming call information during the use of other Centrex Features.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

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5.3 CENTREX-TYPE SERVICE (Cont'd)

REC'D JUL 30 2001 [N]

5.3.3 Adelpia Centrex-Type Service Feature Groups (Cont'd)

Service Commission

f. Digital Electronic Telephone Set (DETS) Features Package (Cont'd)

- Group Intercom enables a station line to terminate, using abbreviated dialing, on a member of a designated intercom group without using a call appearance.
- Multiple Appearance of Centrex Lines allows an analog or digital Centrex-Type line to be assigned to one or more additional digital electronic telephone sets. Allows on Centrex-Type line to appear multiple times on the same digital electronic telephone set.
- Time Key provides the current time and date on a digital electronic telephone set display.

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5.3.4 Rates and Charges

a. Monthly Rates

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Rates for this service are located in Section 12, Residential Network Switched Service, and Section 12, Business Network Switched Service.

[T]

b. Connection Charges

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

See Rate Schedule in Section 12 of this tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex-type feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.4, Service and Promotional Trials.

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5.3 CENTREX-TYPE SERVICE (Cont'd)

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5.3.3 Rates and Charges

REC'D MAR 02 2000

a. Monthly Rates

Rates for this service are located in Section 12, Residential Network Switched Service, and Section 12, Business Network Switched Service.

b. Connection Charges

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

See Rate Schedule in Section 12 of this tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex-type feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.4, Service and Promotional Trials.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public

5.4 RESERVED FOR FUTURE USE

REC'D JUL 30 2001

Service Commission

**CANCELLED**

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[D]

Missouri Public

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.4 SERVICE AND PROMOTIONAL TRIALS

REC'D MAR 02 2000

5.4.1 General

From time to time, Adelphia Business Solutions may elect to offer special promotions to its customers. These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

Any promotional waiver or discounted rate will apply only one time per customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

Adelphia Business Solutions will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. If facilities permit, all customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to these services.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)  
5.4 RESERVED FOR FUTURE USE

Missouri Public

[D]  
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Service Commission

**CANCELLED**

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XN-04-21  
Public Service Commission  
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5.4 BUSY VERIFICATION AND INTERRUPT SERVICE  
5.5.1 General

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

5.5.2 Rate Application

a. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress,
- Or
2. The operator verifies that the line is available for incoming calls.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

REC'D MAR 02 2000

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

5.5.2 Rate Application

a. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress,  
or
2. The operator verifies that the line is available for incoming calls.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE (Cont'd)

REC'D MAR 02 2000

5.5.2 Rate Application (Cont'd)

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

See Rate Schedule in Section 12 of this tariff.

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

5.6 RESERVED FOR FUTURE USE.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.6 RESERVED FOR FUTURE USE.

Missouri Public  
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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.7 DIRECTORY ASSISTANCE SERVICE

REC'D MAR 02 2000

5.7.1 General

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

5.7.2 Regulations

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

REC'D MAR 02 2000

5.7.2 Regulations (Cont'd)

- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined in Section 7.4, Discounted Service for the Hearing or Speech Impaired Customer, up to a maximum of 50 requests per month.
- e. Requests from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the State of Missouri and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled. Such hospitals, skilled nursing homes and convalescent homes shall provide to Company proof of non-profit status as granted by the IRS.

5.7.3 Rates

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

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

Missouri Public  
Service Commission

5.7.4 Directory Assistance Call Completion

REC'D FEB 23 2001

5.7.4.1 General

- a. The Telephone Company provides Directory Assistance Call Completion (DACC) Service to customers who have accessed local Directory Assistance. Directory Assistance Call Completion service provides Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services System (OSS).

Directory Assistance Call Completion is activated by the customer when the customer depresses a specific digit on a touch-tone telephone after the DACC announcement prompt. The DACC announcement prompt will be given after the customer receives the requested directory number from the automated Directory Assistance System (DAS).

5.7.4.2 Regulations

- a. The calling number and the number requested to be completed must be in the same Numbering Plan Area designation, or for points in a contiguous Numbering Plan Areas which are Local Service to any exchange in the originating Numbering Plan Area.
- b. Only the second provided Directory Assistance telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.
- c. In addition to the Call Completion charge, normal existing Directory Assistance charges will apply. All toll, message, or local measured usage charges are also applicable.
- d. If a call is not completed, i.e. busy or no answer, no charge for the Directory Assistance Call Completion Service is applicable. However, the appropriate charge for the Directory Assistance call will apply.

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[N]

Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

Missouri Public  
Service Commission

5.7.4 Directory Assistance Call Completion (Cont'd)

REC'D FEB 23 2001

5.7.4.2 Regulations (Cont'd)

- e. The following customer groups are not offered the completion service:
  - Payphone Lines
  - Hospitals
  - Hotels/Motels
  - Prisons/Inmates
  - Wide Area Telecommunications Service (WATS)
  - Mobile
  - Interexchange Carriers
- f. Alternate billing (such as collect, bill to third number, or calling card options) is not available.
- g. Directory Assistance Call Completion will be furnished only where appropriate facilities are available.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.8 LOCAL OPERATOR SERVICE **Service Commission**

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

- 5.8.1 Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
- 5.8.2 The caller and billed party, if different from the caller, will be advised of the operator service provider at the time of the initial contact.
- 5.8.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 5.8.4 Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company (LEC) billings.
- 5.8.5 Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 5.8.6 Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 5.8.7 Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 5.8.8 Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 5.8.9 Company will refuse operator services to traffic aggregators which block access to other Companies.
- 5.8.10 Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D MAR 02 2000

5.8 LOCAL OPERATOR SERVICE

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

- 5.8.1 Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
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- 5.8.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 5.8.4 Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company (LEC) billings.
- 5.8.5 Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 5.8.6 Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 5.8.7 Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 5.8.8 Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 5.8.9 Company will refuse operator services to traffic aggregators which block access to other Companies.
- 5.8.10 Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.9 NUMBER INTERCEPT TREATMENT

Commission rule 4 CSR 240-32.050 (5) requires the LEC to intercept calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided that the customer desires this service. The Rule does not specifically state for how long this service should be provided, although 30 days (or longer) is common. Upon changing a customer's telephone number, the Company will make this service known to the customer and provide this service for a minimum of 30 days at no charge to the customer, provided that customer s desires (obviously if someone is going to an unlisted number they would not want the new number given out).

5.10 VOICE MESSAGING [T]

5.10.1 Description

Provides users with an electronic voice messaging system, which answers calls when users are on the phone or away from their desk. The Mail Track voice messaging packages and features are as follows:

1. Voice Mail Service [T]

A. Voice Mail Features

1. Message Waiting Indication – This feature notifies subscriber of a message stored in saved message bin.
2. Remote Mailbox Access – This feature allows subscriber to retrieve voice mail messages from a remote location.
3. Deleted Message Bin – This feature gives subscriber access to deleted messages for up to seven days.
4. Speed Call – This feature allows subscriber, while listening to a voice mail message, to automatically outdial to the phone number of the person who left the message.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D MAR 02 2000

5.9 NUMBER INTERCEPT TREATMENT

Commission rule 4 CSR 240-32.050 (5) requires the LEC to intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided that the customer desires this service. The Rule does not specifically state for how long this service should be provided, although 30 days (or longer) is common. Upon changing a customer's telephone number, the Company will make this service known to the customer and provide this service for a minimum of 30 days at no charge to the customer, provided that customer s desires (obviously if someone is going to an unlisted number they would not want the new number given out).

5.10 MAIL TRACK (Voice Messaging)

5.10.1 Description

Provides users with an electronic voice messaging system, which answers calls when users are on the phone or away from their desk. The Mail Track voice messaging packages and features are as follows:

1. Voice Mail

A. Voice Mail Features

1. Message Waiting Indication – This feature notifies subscriber of a message stored in saved message bin.
2. Remote Mailbox Access – This feature allows subscriber to retrieve voice mail messages from a remote location.
3. Deleted Message Bin – This feature gives subscriber access to deleted messages for up to seven days.
4. Speed Call – This feature allows subscriber, while listening to a voice mail message, to automatically outdial to the phone number of the person who left the message.

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Section 5 – SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public

5.10 VOICE MESSAGING (Cont'd)

5.10.1 Description

REC'D JUL 30 2001

1. Voice Mail Service (Cont'd)

A. Voice Mail Features (Cont'd)

Service Commission

- 5. Message Sending – This feature allows subscriber to record a message and send it to another mailbox in the system
- 6. Group Messaging – This feature allows subscriber to record a message and forward it to a group of mailboxes in the system.
- 7. Future Delivery – This feature allows subscriber to record a message and forward it to one or more mailboxes in the system at a specified time.
- 8. VoiceCall notification of messages – This feature notifies subscriber via phone of messages as they arrive.
- 9. Call Forwarding – This feature redirects attempted terminating calls to another customer-specific line.

B. Basic Voice Mail Package – This package includes message waiting indication, remote mailbox access, and a deleted message bin.

C. Enhanced Voice Mail Package – This package includes extra mailbox capacity, with unlimited number of saved messages for an unlimited time, and an additional message notification option.

2. Pager Notification – This feature pages subscriber upon receipt of any new message or urgent message.

3. Fax Mail – This feature holds the excess in-coming faxes until they can be successfully delivered. It also sends in-coming faxes to remote faxes.

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Section 5 – SUPPLEMENTAL SERVICES (Cont'd) **Missouri Public Service Commission**

5.10 MAIL TRACK (Voice Messaging) (Cont'd)

REC'D MAR 02 2000

5.10.1 Description

1. Voice Mail (Cont'd)

A. Voice Mail Features (Cont'd)

- 5. Message Sending – This feature allows subscriber to record a message and send it to another mailbox in the system
- 6. Group Messaging – This feature allows subscriber to record a message and forward it to a group of mailboxes in the system.
- 7. Future Delivery – This feature allows subscriber to record a message and forward it to one or more mailboxes in the system at a specified time.
- 8. VoiceCall notification of messages – This feature notifies subscriber via phone of messages as they arrive.

B. Basic Voice Mail Package – This package includes message waiting indication, remote mailbox access, and a deleted message bin.

C. Enhanced Voice Mail Package – This package includes extra mailbox capacity, with unlimited number of saved messages for an unlimited time, and an additional message notification option.

2. Pager Notification – This feature pages subscriber upon receipt of any new message or urgent message.

3. Fax Mail – This feature holds the excess in-coming faxes until they can be successfully delivered. It also sends in-coming faxes to remote faxes.

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Missouri Public

Section 5 – SUPPLEMENTAL SERVICES (Cont'd)

5.10 VOICE MESSAGING (Cont'd)

REC'D JUL 30 2001

5.10.1 Description

Service Commission

- 4. Auto Attendant (Per Menu) – This feature routes calls according to preset directives employing a transfer tree accessed through the telephone keypad. Caller can transfer to department menus, end users, bulletin board, fax service, or dial-by name directory.
- 5. Unified Messaging – This feature enables subscribers to store their voice, fax, and email messages in one mailbox which can be accessed through a web interface or through a telephone interface.
- 6. Submailboxes – This feature enables customer to attach up to four mailboxes to one main mailbox.

5.10.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 12 of this Tariff.

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Section 5 – SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.10 MAIL TRACK (Voice Messaging) (Cont'd)

5.10.1 Description

REC'D MAR 02 2000

- 4. Auto Attendant (Per Menu) – This feature routes calls according to preset directives employing a transfer tree accessed through the telephone keypad. Caller can transfer to department menus, end users, bulletin board, fax service, or dial-by name directory.
- 5. Unified Messaging – This feature enables subscribers to store their voice, fax, and email messages in one mailbox which can be accessed through a web interface or through a telephone interface.
- 6. Submailboxes – This feature enables customer to attach up to four mailboxes to one main mailbox.

5.10.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 12 of this Tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 BLOCKING SERVICE

Missouri Public  
Service Commission

5.11.1 General

REC'D MAR 02 2000

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.11 BLOCKING SERVICE (Cont'd)

REC'D MAR 02 2000

5.11.2 Regulations

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

5.11.3 Rates and Charges

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) **Missouri Public Service Commission**

5.12 CUSTOMIZED NUMBER SERVICE

REC'D MAR 02 2000

5.12.1 General

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
Service Commission

5.12 CUSTOMIZED NUMBER SERVICE (Cont'd)

REC'D MAR 02 2000

5.12.1 General (Cont'd)

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

5.12.2 Conditions

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

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

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5.13 CUSTOMER REQUESTED SERVICE SUSPENSIONS

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5.13.1 General

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

5.13.2 Rate Adjustment

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 REMOTE CALL FORWARDING SERVICE

Missouri Public  
Service Commission

5.14.1 General

REC'D MAR 02 2000

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

5.14.2 Regulations

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) **Missouri Public Service Commission**

5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

REC'D MAR 02 2000

5.14.2 Regulations (Cont'd)

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001

5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

Service Commission

5.14.3 Rates and Charges

In addition to the rates specified in Section 12 of this tariff, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

5.15 RESERVED FOR FUTURE USE

5.16 INTEGRATED ACCESS SERVICE (IAS)

[N]

IAS is a communications service that provides a combination of local and data services to small and medium businesses using on-net services. The Customer must purchase, at the same customer location, local exchange access services, (measured or flat-rated), and Dedicated Data Bandwidth services from the Company.

IAS allows a Customer to integrate voice and data services on a single high capacity facility. The standard configuration involves having a single DS-1 to the Customer's premise. The Customer selects a package of 5-8, 9-12, 13-16, or 17-20 voice lines for local exchange access. The balance of the facility's capacity is available for data applications.

One-year, Two-year, and Three-year service term packages are available -- Customer must, at a minimum, sign a one-year service term agreement to qualify for IAS pricing. The rates herein are for multi-line business service, the Dedicated Data Bandwidth connection, and appropriate End User Common Line Charges (EUCL). Per minute charges associated with IAS will be measured usage, if applicable.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd) ~~Missouri Public Service Commission~~

5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

REC'D MAR 02 2000

5.14.3 Rates and Charges

In addition to the rates specified in Section 12 of this tariff, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

5.15 RESERVED FOR FUTURE USE

5.16 RESERVED FOR FUTURE USE

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001 [N]

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

Service Commission

A. Basic Voice Line Features:

Each IAS voice line includes the following features with no additional monthly recurring charges:

- Call Forwarding Busy
- Call Forwarding Don't Answer
- Call Forwarding Variable
- Call Waiting Terminating
- Caller ID Name and Number
- Directory Listing
- Speed Call One Digit (8 numbers)
- Three Way Calling
- Touch Tone

B. Optional Additional Voice Line Feature Packages (additional monthly recurring charges are imposed for selection of either of these Optional Feature Packages. See Rates and Charges Section 13 (Integrated Access Services – Optional Features Packages):

1. Callback Feature Package:

- Automatic Recall
- Automatic Callback
- Call Trace

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2. Selective Call Features Package:

- Selective Call Acceptance
- Selective Call Forward
- Selective Call Rejection
- Selective Distinctive Alert

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Monthly rates and non-recurring charges for this service appear in Section 13 of this Tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001 [N]

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

C. Conversion and renewal of Term Contracts

Service Commission

1. Prior to expiration of the service period, Customers may convert an existing term agreement to a new term agreement at current tariff rates without incurring termination charges provided the period for the new term agreement is equal to or greater than the original term agreement. Customers converting to a new service term will be required to sign a new Customer Service Agreement. Conversion and renewal, as described in this section, applies to both the initial Service Agreement and any subsequent Service Agreements (extended service terms) executed by the Customer for this service provided that the Agreements continue without interruption.
2. Customer must provide Adelpia Business Solutions with written notice of intent to renew an existing initial service period no later than 90 days prior to the expiration of the initial service period. The Service Agreement will renew at the tariffed rates in effect at the time of the renewal.

D. Termination of Term Contracts

1. The Customer must provide Adelpia Business Solutions with a written notice of intent to renew an existing or extended service agreement no later than 90 days prior to the expiration of the existing contract.
2. If the Customer elects not to renew the Service Agreement or does not notify Adelpia Business Solutions of intent to renew, the service will then automatically be billed under the tariffed rates for the service term package in effect on the date the initial or extended service period expires.
3. In the event the Customer cancels service prior to expiration of the term commitment, an early termination penalty is computed and applied as a lump sum to the Customer's bill as set forth in Section 7.2.7(G).

[N]

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

REC'D JUL 30 2001 [N]

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

Service Commission

E. Upgrade in Service

1. Customer may upgrade Service Term Agreement (add additional lines, which may result in reducing the Dedicated Bandwidth Speeds) without incurring termination charges provided all of the following conditions are met:
  - a. The new service arrangement is provided to the same customer at the same location as the discontinued service arrangement, and
  - b. Customer's request for discontinuance of the existing service arrangement and request for the new service arrangement are received at the same time.

If the order to upgrade service does not meet the conditions above, it will be treated as a disconnection of the existing service and establishment of a new service. All termination charges will then apply.

F. Moves to a New Location

A Customer with an existing Service Term Agreement may request a move of the service to a new location, or a move and an upgrade, or a move and a change of Service Term Agreement so long as the entire Integrated Access Service is moved. Termination charges will not apply.

G. Termination Charges

Customers requesting to discontinue services provided under a Service Term prior to the expiration of the Initial Service Period or Extended Service Period will incur termination charges pursuant to subsections 1 and 2 below, as applicable. Payment of the termination charges for Integrated Access does not release the customer from other previous amounts owed to Adelpia Business Solutions. If special construction was applied to the service being terminated, any termination charges associated with the special construction will apply in addition to the termination charges for early termination of the Initial Service Period or the Extended Service Period.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

REC'D JUL 30 2001 [N]

G. Termination Charges (Cont'd)

Service Commission

1. Termination Charges for the Initial Service period shall be the lesser of:
  - a. The difference between the recurring rates and non-recurring charges for the completed months of the initial Service Term at the time of termination and the current recurring rates and non-recurring charges for the next lower Service Term actually completed; or,
  - b. The sum of the monthly recurring payments remaining on the Service Term.
  
2. Termination Charges for the Extended Service Period shall be the lesser of:
  - a. The difference between the Extended Term Period rates and the current rates for the months actually completed in the Extended Service Period; or,
  - b. The sum of the monthly recurring payments remaining on the Service Term.

[N]

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5.17 FRAME RELAY SERVICE (FRS)

SEP 20 2003

5.17.1 Service Description

By NN 04-21  
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The Company provides Frame Relay Service (FRS) with transmission speeds of 56 Kbps to 1.544Mbps in 64Kbps increments. All services are generally available from Adelphia Business Solutions Operations, Inc. as specified herein.

Employing digital technology, FRS provides high speed access and throughput to and among Local Area Networks (LANs), as well as computers. Utilizing statistical multiplexing, FRS enables users to allocate circuit bandwidth to applications as needed, up to the maximum bandwidth purchased, rather than assigning fixed channels to specific applications. FRS supports transmission speeds up to 44.736 Mbps.

FRS requires the use of customer terminal equipment that functions as a multiplexer/bridge/router. This terminal equipment must be purchased separately from the FRS and must conform to CCITT and ANSI standards. The terminal equipment accumulates customer data and puts it into a frame relay format suitable for transmission over the Adelphia Business Solutions Operations, Inc. network.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

Missouri Public  
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5.17 FRAME RELAY SERVICE (FRS)

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5.17.1 Service Description

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FRS requires the use of customer terminal equipment that functions as a multiplexer/bridge/router. This terminal equipment must be purchased separately from the FRS and must conform to CCITT and ANSI standards. The terminal equipment accumulates customer data and puts it into a frame relay format suitable for transmission over the Adelpia Business Solutions Operations, Inc. network.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

Missouri Public  
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5.17.2 Service Elements

REC'D MAR 02 2000

A. Network Interface

The point at which a customer's data transmissions first enter the network supporting Frame Relay Service is the network interface. It is the point of interconnection between Company communications facilities and Customer terminal equipment.

B. Access Link

FRS Access Links provide access to Adelphia Business Solutions Operations, Inc. Frame Relay Network, connecting customer facilities at the network interface, or connecting other Frame Relay networks facilities at the network interface.

Frame Relay uni-directional polling is required on the Access Link when used in conjunction with User-To-Network Information Transfer. Frame Relay bi-directional polling is required on the Access Link when used in conjunction with the Network-To-Network Information Transfer.

C. Port

Ports are the physical entry points for Access Links and the originating and terminating points for Permanent Virtual Circuits. Ports include the electronic equipment used in connecting these service elements to the Adelphia Business Solutions Operations, Inc. Frame Relay Network. Ports are provisioned from 56/64 up to T1 in 64K increments.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

## 5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

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## 5.17.2 Service Elements (Cont'd)

REC'D MAR 02 2000

## D. Permanent Virtual Circuit (PVC)

A PVC is a logical channel from one Frame Relay Port to another Frame Relay Port within the Adelphia - Network. PVCs are provisioned, with customer-selected Committed Information Rates (CIRs), on either 56 Kbps Access Links or 1.544 Mbps Access Links, depending on the customer's data networking requirements. Circuits for PVC's are available from 8K to 1024K in 8K increments.

## E. Disaster Recovery PVC

The Disaster Recovery PVC feature reroutes customer's PVCs from the out-of-service primary location to customer's backup location that has a backup Frame Relay Access Link (FRAL) and User-to-Network Interface Termination (UNIT) installed. Primary location failure can be caused by either failure in Adelphia's controlled switch equipment and facilities or customer owned equipment.

## F. Committed Information Rate (CIR)

Although FRS statistical multiplexing capabilities allow Customer FRS configurations to have aggregate PVC CIRs which are greater than the associated port speed, the actual throughput of aggregated PVC CIRs in use at any time on the same port cannot exceed the port speed.

A Customer's data throughput may burst up to the Customer's subscribed port speed; however, when data exceeds the CIR, the potential for discard exists. It is recommended that a customer subscribe to a CIR no greater than half of their port speed; however, due to the nature of a specific Customer's traffic characteristics, a larger CIR can be accommodated, as indicated below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

Missouri Public  
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5.17.2 Service Elements (Cont'd)

REC'D MAR 02 2000

F. Committed Information Rate (CIR) (Cont'd)

The Customer's CIR should be closely matched with the Open System Interconnection (OSI) Model or equivalent Application and Network Layer protocols for the data application utilized.

CIR Options for Permanent Virtual Circuits range from 8K to 1024K, in increments of 8K. It is recommended that the CIR equal 25% of the port speed. A minimum ration of 8K of CIR for every 64K of port speed is required.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

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5.17.3 Rate Elements

REC'D MAR 02 2000

A. Access Link\*

A nonrecurring and recurring rate, both based on the speed of the Access Link (56 Kbps or 1.544 Mbps) apply per Access Link for each physical connection to the Adelpia Frame Relay network.

B. Port

A nonrecurring and recurring rate, both based on speed of port apply per each port on the Company Frame Relay network.

C. PVC

A nonrecurring rate and a recurring rate based on CIR apply for each PVC on Company Frame Network.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

Missouri Public  
Service Commission

5.17.3 Rate Elements (Cont'd)

REC'D MAR 02 2000

D. Mileage (Type 2 Service Only)

A recurring rate for mileage for Type 2 Service, based on the speed of the Access Link, will apply in those instances where the Company incurs a mileage charge from the LEC to provide the service requested. The mileage charged will be based on airline distance, according to the standards set by the Local Exchange Company.

E. Service Order Charge

A Service Order Charge applies, except as specified elsewhere in this tariff, for work involved in receiving, recording, transmitting and acting upon Customer requests to connect, move or change services. This would include changes to or addition of PVC's.

A Service Order Charge does not apply to a Customer initiated requests to: Completely terminate service or to change responsibility for the service.

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