

CUSTOMER ACTIVITY CHARGES

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MISSOURI
Public Service Commission

5. Customer Activity Charges

5.1 General

- A. The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.
- B. Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.
- C. Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.
- D. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer, will be charged for on the basis of labor cost and overhead incurred.

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5.2 Types of Customer Activity Charges

A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Service charges are caused by customer requests only.

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BY 1st R.S. #5-1
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CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.2 Types of Customer Activity Charges (Cont'd)

A. Initial Service Order Charge (Cont'd)

1. One Initial Service Order charge is applicable for each request for the establishment of a service.
2. Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.
3. An initial service ordering charge is not applicable to restoral of service that has been disconnected for nonpayment.
4. Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

B. Service Order Change Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for a change in service at the existing premises.

One Service Order Change Charge is applicable for each of the following:

1. Move, change or addition of a service at an existing premises.
2. Addition to, or change in, a directory listing.
3. Change in telephone number.
4. Reserving the conference bridge for Conference Bridge Service (see Section 6.4.).

C. Service Installation Charge

This charge is applicable to work performed in the central office and elsewhere in association with installing Local Exchange service and other services utilizing outside plant facilities.

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5. Customer Activity Charges (Cont'd)

5.2 Types of Customer Activity Charges (Cont'd)

C. Service Installation Charge (Cont'd)

1. One service installation charge is applicable to the following:

a. The provision of each access line in association with any of the services provided by the Company including the following:

- Local Exchange Service
- Customer Owned Pay Telephone Service
- Off Premises Extensions
- Foreign Exchange Service

2. Each move of the established service drop and/or the associated station protection device.

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D. Programming Change Charge

Applicable to programming the central office or remote office switching equipment data base for the purpose of providing or enabling additional services or features on an existing local exchange service or for changing those services at a customer's request.

1. One programming charge is applicable for each service order requiring programming or reprogramming of central office or remote office data base.
2. Programming charges are not applicable when service is assumed by a customer and there is no change of telephone number.

E. Service Reconnection Charge

A Service Reconnection charge is applicable to each restoration of service that has been temporarily disconnected for nonpayment.

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5. Customer Activity Charges (Cont'd)

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5.2 Types of Customer Activity Charges (Cont'd)

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F. Enhanced Multi-Line Service Installation Charge

The Enhanced Multi-Line Service (EMLS) Installation Charge shall only be assessed when a new EMLS account is established. This charge will be assessed in addition to other Customer Activity Charges that are applicable to residence or business lines activated to establish the EMLS service. Changes to existing EMLS accounts shall be treated as other changes to a customer's account and assessed other Customer Activity Charges as appropriate. Rates for the EMLS Installation Charge will be based on the type of EMLS Service (Basic, Full Service) that is established.

G. Direct Inward Dial Installation Charge

The Direct Inward Dial Installation Charge will be assessed for the identification and establishment of each group of 100 line numbers that is requested and assigned to a Direct Inward Dial customer.

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CUSTOMER ACTIVITY CHARGES

Missouri Public
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5. Customer Activity Charges (Cont'd)

REC'D DEC 14 1998

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. Reserved for future use. (D)
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

5.4 Rates

- A. Initial Service Order Charge \$11.00
- B. Service Order Change Charge \$ 7.00
- C. Service Installation Charge \$15.00
- D. Programming Change Charge \$ 8.00
- E. Service Reconnection Charge \$16.25
- F. Enhanced Multi-Line Service Charge
 - 1. EMLS-B - Account Establishment \$80.00
 - 2. EMLS-FS - Account Establishment \$130.00

Missouri Public
Service Commission

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CUSTOMER ACTIVITY CHARGES

**Missouri Public
Service Commission**

5. Customer Activity Charges (Cont'd)

REC'D OCT 30 1998

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. Public Telephone Service established for the use of the general public (not including paystations classified as Semi-Public).
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

5.4 Rates

- A. Initial Service Order Charge \$11.00
- B. Service Order Change Charge \$ 7.00
- C. Service Installation Charge \$15.00
- D. Programming Change Charge \$ 8.00
- E. Service Reconnection Charge \$16.25
- F. Enhanced Multi-Line Service Charge
 - 1. EMLS-B - Account Establishment \$80.00
 - 2. EMLS-FS - Account Establishment \$130.00

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5. Customer Activity Charges (Cont'd)

JAN 15 1997

5.3 Conditions Under Which No Customer Activity Charges Apply

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- A. Reserved for Future Use
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing dates.

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5.4 Rates

- A. Initial Service Order Charge
- B. Service Order Change Charge
- C. Service Installation Charge
- D. Programming Change Charge
- E. Service Reconnection Charge
- F. Enhanced Multi-Line Service Charge

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- 1. EMLS-B - Account Establishment \$80.00
- 2. EMLS-FS - Account Establishment \$130.00

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Citizens Telephone Company
of Higginsville, Missouri, Inc.

P.S.C. MO. NO. 4
1st Revised Sheet No. 5-5
Cancels Original Sheet No. 5-5

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CUSTOMER ACTIVITY CHARGES

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5. Customer Activity Charges (Cont'd)

5.3 Conditions Under Which No Customer Activity Charges Apply MO. PUBLIC SERVICE COMM.

- A. Public Telephone Service established for the use of the general public (not including paystations classified as Semi-Public).
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same or another location. (C)
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

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5.4 Rates

A.	Initial Service Order Charge	\$11.00
B.	Service Order Change Charge	\$ 7.00
C.	Service Installation Charge	\$30.00
D.	Programming Change Charge	\$ 8.00
E.	Service Reconnection Charge	\$16.25
F.	Enhanced Multi-Line Service Charge	
1.	EMLS-B - Account Establishment	\$80.00
2.	EMLS-FS - Account Establishment	\$130.00

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BY 2 MRS #5-5 (T)
Public Service Commission
MISSOURI

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MISSOURI
Public Service Commission

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective ~~August 31, 1994~~

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CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. Public Telephone Service established for the use of the general public (not including paystations classified as Semi-Public).
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by Act of God or a public enemy, whether at the same or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

5.4 Rates

A. Initial Service Order Processing Charge	11.00
B. Service Order Change Charge	7.00
C. Service Installation Charge	30.00
D. Service Change Charge	8.00
E. Service Reconnection Charge	16.25
F. Enhanced Multi-Line Service Charge	
1. EMLS-B - Account Establishment	80.00
2. EMLS-FS - Account Establishment	130.00

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Citizens Telephone Company
of Higginsville, Missouri, inc.

P.S.C. MO. NO. 4
Original Sheet No. 5-6

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.4 Rates (Cont'd)

G. Direct-Inward-Dialing Service Charge

Establish or add a group of 100 lines 100.00

5.5 Waivers

A. Non-recurring charges for establishing 900 blocking service will be waived for 60 days from the effective date of this tariff.

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1905 Walnut
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CUSTOMER ACTIVITY CHARGES

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5. Customer Activity Charges (Cont'd)

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5.6 Link Up Missouri - Service Connections

MO. PUBLIC SERVICE COMMISSION

A. Applicability of Link Up Missouri Service Connection Program

1. The Link Up Missouri Service Connection Program is a Federal LifeLine assistance program applicable to eligible residential subscribers, as defined below, and designed to promote subscribership to the telephone network among low income residential households.

- a. Customer Activity Charges, as set forth in this tariff*, for initial installation of the main residential service access line, will be discounted at a rate of 50 percent, or \$30.00, whichever is less. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principle place of residence. (C)
- b. The customer may defer payment of up to \$200 of the connection charges without interest for a period not to exceed one year. The deferred charges do not include any permissible security deposits required. Payments shall be equally paid over a twelve month period. (C)
- c. A qualifying low-income customer may choose either a or b or a and b described above. (N)
- d. Link Up assistance is available for a second or subsequent time only for a principal place of residence with an address different from the residence address where assistance was previously provided.
- e. The premises at which the residence service is requested must be the applicant's principal place of residence.
- f. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
- g. Link Up will not be furnished on a Foreign Exchange service. (N)

* These do not include other charges that may be required at the initiation of service such as security deposit, excess counteraction charges, customer advances, etc.

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5. Customer Activity Charges (Cont'd)

SEP 24 1993

5.6 Link Up Missouri - Service Connections

MISSOURI
Public Service Commission

A. Applicability of Link Up Missouri Service Connection Program

1. The Link Up Missouri Service Connection Program is a Federal LifeLine assistance program applicable to eligible residential subscribers, as defined below, and designed to promote subscribership to the telephone network among low income residential households.

a. Customer Activity Charges, as set forth in this tariff*, for initial installation of the main residential service access line, will be discounted at a rate of 50 percent, not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principle place or residence.

b. An interest free, 2 month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

* These do not include other charges that may be required at the initiation of service such as security deposit, excess construction charges, customer advances, etc.

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.6 Link Up Missouri – Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

2. Eligibility Requirements

The following requirements shall be used by the company to determine the eligibility of a subscriber for Link Up Missouri assistance.

a. An applicant must participate in one of the following programs in order to qualify for Lifeline Service:

- 1) Medicaid,
- 2) Food Stamps,
- 3) Supplemental Security Income (SSI),
- 4) Federal Public Housing,
- 5) Low-Income Home Energy Assistance Program, (D)
- 6) Temporary Assistance to Needy Families (TANF), (C)
or
- 7) National free lunch program. (C)

b. The customer must sign under penalty of perjury a document certifying:

- 1) He/she is receiving benefits from one of the programs in a. above,
- 2) Name of the program from which they are receiving benefits, and
- 3) That he/she will notify the company if he/she no longer participates in the program in a. above.

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.6 Link Up Missouri – Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

2. Eligibility Requirements

The following requirements shall be used by the company to determine the eligibility of a subscriber for Link Up Missouri assistance.

a. An applicant must participate in one of the following programs in order to qualify for Lifeline Service:

- 1) Medicaid,
- 2) Food Stamps,
- 3) Supplemental Security Income (SSI),
- 4) Federal Public Housing,
- 5) Low-Income Home Energy Assistance Program, (C)
- 6) Persons with Income below 135% of Federal Poverty Level, (C)
- 7) Temporary Assistance to Needy Families (TANF), or (N)
- 8) National free lunch program. (N)

b. The customer must sign under penalty of perjury a document certifying:

- 1) He/she is receiving benefits from one of the programs in a. above,
- 2) Name of the program from which they are receiving benefits, and
- 3) That he/she will notify the company if he/she no longer participates in the program in a. above.

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5. Customer Activity Charges (Cont'd)

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5.6 Link Up Missouri - Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

MO. PUBLIC SERVICE COMMISSION

2. Eligibility Requirements

The following requirements shall be used by the company to determine the eligibility of a subscriber for Link Up Missouri assistance.

- a. An applicant must participate in one of the following programs in order to qualify for Lifeline Service: 1) Medicaid, 2) Food Stamps, 3) Supplemental Security Income (SSI), 4) Federal Public Housing, or 5) Low-Income Home Energy Assistance Program.
- b. The customer must sign under penalty of perjury a document certifying: 1) He/she is receiving benefits from one of the programs in a. above, 2) Name of the program from which they are receiving benefits, and 3) That he/she will notify the company if he/she no longer participates in the program in a. above.

(C)

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(D)

(D)

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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CUSTOMER ACTIVITY CHARGES

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5. Customer Activity Charges (Cont'd)

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5.6 Link Up Missouri - Service Connections (Cont'd)

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Public Service Commission

A. Applicability of Link Up Missouri Service Connection Program
(Cont'd)

2. Eligibility Requirements

The following requirements shall be used by the company to determine the eligibility of a subscriber for Link Up Missouri assistance.

- a. Subscribers must have lived at an address where there has been no telephone service for at least three months prior to the date that assistance is requested.
- b. Eligible subscribers must not have received this assistance within the last two years.
- c. Subscribers must not be dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- d. Subscriber is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

Of the eligibility requirements listed above, items a., b., and c., will be certified by the subscriber, and item d. will be State certified by the Department of Social Services.

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Citizens Telephone Co.
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Higginsville, MO 64037

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service

AUG 1 1994

6.1 CLASS Service

MO. PUBLIC SERVICE COMM.

Custom Local Area Signaling Services (CLASS): Provide end-user services that allow the customer more control over incoming and outgoing calls based on Signalling System 7 (SS7) Hardware and Software. Services are offered where technically feasible and may be available on both an intra- or inter-exchange basis.

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A. Feature Descriptions:

1. Caller ID: allows the called party to view the number calling through customer premises equipment designed to receive and thus display the calling party's number. Special station equipment is required for this feature.

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The calling telephone number is only available in those areas where appropriate signalling network connections exist to forward the calling party's number. This may exclude calls made from most cellular phones or units, calls made through interexchange carriers, and calls originated from other local exchange carriers. The calling number is also not available when incoming calls have been handled by an operator or charged to credit cards. Number delivery for calls originated from a PBX will display the main PBX number only. If the caller's number is a multi-party line, or is blocked, the number will not be displayed.

Telephone numbers transmitted via Caller ID may not be sold or given to another party without the caller's consent. Caller ID information may only be used for: a) routing or completion of calls, b) billing of calls, c) account management purposes, d) services directly related to the call or transaction, e) verification of calling party identity and f) marketing products or services that are directly related to those previously acquired by the customer from the number delivery services subscriber. Caller ID customers failing to comply with any of these conditions will have their service terminated.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service

6.1 CLASS Service

Custom Local Area Signaling Services (CLASS): Provide user services that allow the customer more control over incoming and outgoing calls based on Signalling System 7 (SS7) Hardware and Software. Services are offered where technically feasible and may be available on both an intra- or inter-exchange basis.

A. Feature Descriptions:

1. Reserved for future use.

2. Customer-Originated Trace: allows the customer to initiate a trace on the last incoming call by dialing an activation code. The call will be traced automatically, and the telephone number that originated the call and the time the call was made will be recorded either in the Company office or in the offices of a law enforcement agency. Information recorded will be released by the Company only to an authorized representative of a law enforcement agency and, in no event, other than as provided by applicable state and federal law. Customer-Originated Trace will be made available to all customers where technically feasible. Charge for the service will be made on a per call basis when the customer uses the activation code.

3. Distinctive Ringing: allows the customer to define a list of special Directory Numbers. Anytime the customer receives a call from one of these special numbers, a Distinctive Ring will be applied. Calls received from Directory Numbers not on the list or which cannot be identified will produce a standard ring. If the customer subscribes to the Call Waiting feature, a distinctive tone pattern will be applied to that feature if the call is also from the special list.

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OPTIONAL SERVICES AND FEATURES (T)

6. Optional Services and Features (Cont'd) (T)

6.1 CLASS Service (Cont'd)

NOV 14 1994

A. Feature Descriptions: (Cont'd)

2. **Customer-Originated Trace:** allows the customer to initiate a trace on the last incoming call by dialing an activation code. The call will be traced automatically, and the telephone number that originated the call and the time the call was made will be recorded either in the Company office or in the offices of a law enforcement agency. Information recorded will be released by the Company only to an authorized representative of a law enforcement agency and, in no event, other than as provided by applicable state and federal law. Customer-Originated Trace will be made available to all customers where technically feasible. Charge for the service will be made on a per call basis when the customer uses the activation code.

3. **Selective Distinctive Ringing:** allows the customer to define a list of special Directory Numbers. Anytime the customer receives a call from one of these special numbers, a Distinctive Ring will be applied. Calls received from Directory Numbers not on the list or which cannot be identified will produce a standard ring. If the customer subscribes to the Call Waiting feature, a distinctive tone pattern will be applied to that feature if the call is also from the special list.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.1 CLASS Service (Cont'd)

A. Feature Descriptions: (Cont'd)

MO. PUBLIC SERVICE COMM.

2. Customer-Originated Trace: allows the customer to initiate a trace on the last incoming call by dialing an activation code. The call will be traced automatically, and the telephone number that originated the call and the time the call was made will be recorded either in the Company office or in the offices of a law enforcement agency. Information recorded will be released by the Company only to an authorized representative of a law enforcement agency and, in no event, other than as provided by applicable state and federal law. Customer-Originated Trace will be made available to all customers where technically feasible. Charge for the service will be made on a per call basis when the customer uses the activation code.

3. Selective Distinctive Ringing: allows the customer to define a list of special Directory Numbers. Anytime the customer receives a call from one of these special numbers, a Distinctive Ring will be applied. Calls received from Directory Numbers not on the list or which cannot be identified will produce a standard ring. If the customer subscribes to the Call Waiting feature, a distinctive tone pattern will be applied to that feature if the call is also from the special list. (T)

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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OPTIONAL SERVICES AND FEATURES (T)

6. Optional Services and Features (Cont'd) (T)

6.1 CLASS Service (Cont'd) (T)

A. Feature Descriptions: (Cont'd)

4. Selective Call Acceptance: allows the subscriber to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement statement that the call is not presently being accepted by the called party.

5. Selective Call Forwarding: will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a Directory Number which has been indicated on a list of numbers referred to as the Selective Call Forwarding screening list. Calls from Directory Numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.

6. Selective Call Rejection: allows the subscriber to define a list of Directory Numbers which, upon placing a call to the subscribers line, will be routed to an announcement and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not being accepted by the called party.

7. Selective Call Waiting: informs a subscriber, when busy on another call, that a call from a telephone number on the screening list is waiting. The user preselects which calls are to receive selective call waiting service by entering the calling telephone number on the selective call waiting screening list; the user may then engage in other calls and be alerted by a burst of Distinctive Call Waiting tone should a call come in from one of the specified telephone numbers.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.1 CLASS Service (Cont'd)

MO. PUBLIC SERVICE COMM.

A. Feature Descriptions: (Cont'd)

- 4. Selective Call Acceptance: allows the subscriber to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement statement that the call is not presently being accepted by the called party.
- 5. Selective Call Forwarding: will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a Directory Number which has been indicated on a list of numbers referred to as the Selective Call Forwarding screening list. Calls from Directory Numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.
- 6. Selective Call Rejection: allows the subscriber to define a list of Directory Numbers which, upon placing a call to the Subscribers line, will be routed to an announcement and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not being accepted by the called party.
- 7. Selective Call Waiting: informs a subscriber, when busy on another call, that a call from a telephone number on the screening list is waiting. The user preselects which calls are to receive selective call waiting service by entering the calling telephone number on the selective call waiting screening list; the user may then engage in other calls and be alerted by a burst of Distinctive Call Waiting tone should a call come in from one of the specified telephone numbers.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

SEP 24 1993

6.1 CLASS Service (Cont'd)

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Public Service Commission

A. Feature Descriptions: (Cont'd)

- 4. **Selective Call Acceptance:** allows the subscriber to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement statement that the call is not presently being accepted by the called party.
- 5. **Selective Call Forwarding:** will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a Directory Number which has been indicated on a list of numbers referred to as the Selective Call Forwarding screening list. Calls from Directory Numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.
- 6. **Selective Call Rejection:** allows the subscriber to define a list of Directory Numbers which, upon placing a call to the Subscribers line, will be routed to an announcement and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not being accepted by the called party.
- 7. **Reserved for future use.**

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.1 CLASS Service (Cont'd)

MO. PUBLIC SERVICE COMM

A. Feature Descriptions: (Cont'd)

10. Automatic Callback: permits a subscriber encountering a busy connection to have call setup performed automatically when the called station becomes idle. This feature is designed to automatically set up a call to the last telephone number called by the subscriber, regardless of whether the called telephone number was busy or idle, answered or unanswered. If the call cannot be completed immediately because of a busy line, the call is queued and call completion is attempted when both lines are idle. As part of the completion attempt, the calling subscriber is given special ringing and when the called subscriber answers, the calling subscriber is given regular ringing. (T)

11. Call Return: permits a subscriber to have a call automatically returned to the last party who called. If that line is busy when the recall attempt is made, the call is queued until both the subscriber and the last calling party are idle; then the subscriber is rung first. When the subscriber answers, the last calling party is rung to complete the call. (T)

12. Anonymous Call Rejection (ACR): Allows customer to reject calls for which call name/number has been intentionally blocked. Rejected calls are sent to a recording. This feature is only compatible with calls originating in and terminating to a network equipped with the appropriate signaling connections. This feature is available only where switching equipment is compatible. (N)

B. Nonchargeable CLASS Features:

1. Calling Number Delivery Blocking - Per Call: temporarily allows the subscriber, when placing outgoing calls, to label his or her telephone number as private, thus restricting its availability to the called party. This feature is accessed by dialing (*67), or 1167 for rotary phones, before dialing the phone number of the called party.

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MISSOURI
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Issue: August 01, 1998

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: September 1, 1998

JUL 30 1998

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MAR 04 2002
By: HRS 6-3
Public Service Commission
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OPTIONAL SERVICES AND FEATURES

(T)

6. Optional Services and Features (Cont'd)

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(T)

6.1 CLASS Service (Cont'd)

NOV 14 1994

A. Feature Descriptions: (Cont'd)

MO. PUBLIC SERVICE COMMISSION

8. **Automatic Callback:** permits a subscriber encountering a busy connection to have call setup performed automatically when the called station becomes idle. This feature is designed to automatically set up a call to the last telephone number called by the subscriber, regardless of whether the called telephone number was busy or idle, answered or unanswered. If the call cannot be completed immediately because of a busy line, the call is queued and call completion is attempted when both lines are idle. As part of the completion attempt, the calling subscriber is given special ringing and when the called subscriber answers, the calling subscriber is given regular ringing.
9. **Call Return:** permits a subscriber to have a call automatically returned to the last party who called. If that line is busy when the recall attempt is made, the call is queued until both the subscriber and the last calling party are idle; then the subscriber is rung first. When the subscriber answers, the last calling party is rung to complete the call.

B. Nonchargeable CLASS Features:

1. **Calling Number Delivery Blocking - Per Call:** temporarily allows the subscriber, when placing outgoing calls, to label his or her telephone number as private, thus restricting its availability to the called party. This feature is accessed by dialing (*67), or 1167 for rotary phones, before dialing the phone number of the called party.

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GENERAL EXCHANGE SERVICE

AUG 1 1994

6. General Exchange Service (Cont'd)

6.1 CLASS Service (Cont'd)

MO. PUBLIC SERVICE COMM.

A. Feature Descriptions: (Cont'd)

8. Automatic Callback: permits a subscriber encountering a busy connection to have call setup performed automatically when the called station becomes idle. This feature is designed to automatically set up a call to the last telephone number called by the subscriber, regardless of whether the called telephone number was busy or idle, answered or unanswered. If the call cannot be completed immediately because of a busy line, the call is queued and call completion is attempted when both lines are idle. As part of the completion attempt, the calling subscriber is given special ringing and when the called subscriber answers, the calling subscriber is given regular ringing.

9. Call Return: permits a subscriber to have a call automatically returned to the last party who called. If that line is busy when the recall attempt is made, the call is queued until both the subscriber and the last calling party are idle; then the subscriber is rung first. When the subscriber answers, the last calling party is rung to complete the call.

B. Nonchargeable CLASS Features:

1. Calling Number Delivery Blocking - Per Call: temporarily allows the subscriber, when placing outgoing calls, to label his or her telephone number as private, thus restricting its availability to the called party. This feature is accessed by dialing (*67), or 1167 for rotary phones, before dialing the phone number of the called party.

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95 - 47

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.1 CLASS Service (Cont'd)

A. Feature Descriptions: (Cont'd)

8. Reserved for future use.

9. Reserved for future use.

B. Rates

1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis.

Any customer ordering two (2) or more CLASS features (excluding Customer-originated Trace) will receive a seventy-five cent (\$.75) discount per feature.

Monthly Charge

First feature ordered	3.50
Each additional feature	2.75
Group of five features	10.00

2. Rates for Customer-originated Trace will be charged on a per activation basis.

Rate per Activation

Customer-originated Trace	1.25
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OPTIONAL SERVICES AND FEATURES

Missouri Public
Service Commission

6. Optional Services and Features (Cont'd)

ALSO DEC 14 1998

6.1 CLASS Service (Cont'd)

B. Nonchargeable CLASS Features: (Cont'd)

- 2. Called Number Delivery Blocking - Per Line: allows the subscriber, when placing outgoing calls, to permanently label his or her telephone number as private, thus restricting its availability to the called party. This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters, law enforcement agencies and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line Blocking.

C. Rates

- 1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis.

	<u>Monthly Charge</u>
a. First feature ordered (other than Caller ID)	\$3.00
Each additional feature	\$2.00
b. Caller ID	\$5.00
Each additional feature	\$2.00

- 2. Rates for Customer-originated Trace will be charged per successful capture.

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	Rate	(C)
	per Successful	(C)
	<u>Capture</u>	
Customer-originated Trace	\$1.25	

3. Rates for Calling Name Delivery

	<u>Monthly Charge</u>
a. Calling Name Delivery	\$5.00
b. Calling Party Identity	\$7.00

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

JUL 30 1998

6.1 CLASS Service (Cont'd)

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B. Nonchargeable CLASS Features: (Cont'd)

- 2. Called Number Delivery Blocking - Per Line: allows the subscriber, when placing outgoing calls, to permanently label his or her telephone number as private, thus restricting its availability to the called party. This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters, law enforcement agencies and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line Blocking.

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C. Rates

- 1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis.

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	<u>Monthly Charge</u>
a. First feature ordered (other than Caller ID)	\$3.00
Each additional feature	\$2.00
b. Caller ID	\$5.00
Each additional feature	\$2.00

- 2. Rates for Customer-originated Trace will be charged on a per activation basis.

	<u>Rate</u> <u>per Activation</u>
Customer-originated Trace	\$1.25

- 3. Rates for Calling Name Delivery

	<u>Monthly Charge</u>	(N)
a. Calling Name Delivery	\$5.00	
b. Calling Party Identity	\$7.00	(N)

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: September 1, 1998

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OPTIONAL SERVICES AND FEATURES (T)

6. Optional Services and Features (Cont'd) (T)

6.1 CLASS Service (Cont'd)

NOV 14 1994

B. Nonchargeable CLASS Features: (Cont'd) MO. PUBLIC SERVICE COMMISSION

2. Called Number Delivery Blocking - Per Line: allows the subscriber, when placing outgoing calls, to permanently label his or her telephone number as private, thus restricting its availability to the called party. This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters, law enforcement agencies and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line Blocking.

C. Rates

1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis.

	<u>Monthly Charge</u>
a. First feature ordered (other than Caller ID)	\$3.00
Each additional feature	\$2.00
b. Caller ID	\$5.00
Each additional feature	\$2.00

2. Rates for Customer-originated Trace will be charged on a per activation basis.

	<u>Rate per Activation</u>
Customer-originated Trace	\$1.25

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.1 CLASS Service (Cont'd)

B. Nonchargeable CLASS Features: (Cont'd)

MO. PUBLIC SERVICE COMM.

2. Called Number Delivery Blocking - Per Line: allows the subscriber, when placing outgoing calls, to permanently label his or her telephone number as private, thus restricting its availability to the called party. This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters, law enforcement agencies and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line blocking.

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C. Rates

1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis.

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	Monthly Charge	
a. First feature ordered (other than Caller ID)	\$3.00	(T)(R)
Each additional feature	\$2.00	(R)
		(D)
b. Caller ID	\$5.00	(N)
Each additional feature	\$2.00	(N)
		(D)

2. Rates for Customer-originated Trace will be charged on a per activation basis.

	Rate per Activation
Customer-originated Trace	\$1.25

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95 - 47

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1905 Walnut
Higginsville, MO 64037

Effective August 1, 1994

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

Service Commission

6.1 CLASS Service (Cont'd)

C. Rates

(M)

1. Rates for CLASS features with the exception of Customer- originated Trace will be charged on a monthly basis. The highest rated feature will be considered the subscriber's first feature. (T)

	<u>Monthly Charge</u>			
	<u>First Feature</u>	<u>Additional Feature</u>		
a. Caller ID	\$ 5.00	\$ 2.00	(T)	
b. Calling Name Delivery (CNAM)	5.00	2.00		
c. Calling Party Identity (CPI)	7.00	2.00		
d. Selective Distinctive Ringing	3.00	2.00		
e. Selective Call Acceptance	3.00	2.00		
f. Selective Call Forwarding	3.00	2.00		
g. Selective Call Rejection	3.00	2.00		
h. Selective Call Waiting	3.00	2.00		
i. Automatic Callback	3.00	2.00		
j. Call Return	3.00	2.00		
k. Anonymous Call Rejection	3.00	2.00		(T)
l. Caller ID on Call Waiting (Name or Number)	8.00	2.00		(N)
m. Caller ID on Call Waiting (Name and Number)	10.00	2.00		
n. No Solicitors	3.00	2.00		

2. Rates for Customer-originated Trace will be charged on a per successful capture.

Rate per Successful Capture

Customer-originated Trace

\$ 1.25

- D. In addition to the charges above, customer activity charges as outlined in Section 5 of this tariff will apply to the establishment of class services. (T)

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.2 Enhanced Multi-Line Service (EMLS)

A. General

MO. PUBLIC SERVICE COMM.

1. Enhanced Multi-Line Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides intrasystem communication and Enhanced Multi-Line Service feature package as set forth in Paragraph 6.2.C following. EMLS is provided to Business or Residence Local Exchange Service customers who subscribe to two to 400 access lines. Customers with more than 400 lines may subscribe to Custom Enhanced Multi-Line Service (CEMLS).

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2. CEMLS as outlined in Section 6.3 can provide service to users with more than 400 lines. Additional features beyond those listed in Section 6.2.C. may also be provided under CEMLS as outlined in Section 6.3.

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3. EMLS is a local telecommunications service which is limited to those areas serviced by central office equipment specifically equipped to provide such services. The Company will provide EMLS in all wire centers which are equipped to provide the service.

4. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with EMLS are provided by and remain the property of the Company.

5. The Company will furnish one alphabetical and one classified directory listing on a per Enhanced Multi-Line Service summary business account, without charge. In addition, the Company will furnish one alphabetical listing for each individual residence EMLS number, without charge. Additional listings are offered subject to the provisions set forth in Section 6.7 of this tariff.

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6. The rates and charges shown for EMLS apply to establishment of EMLS only. Other services (including CLASS services) as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

SEP 24 1993

6.2 Enhanced Multi-Line Service (EMLS)

MISSOURI
Public Service Commission

A. General

1. Enhanced Multi-Line Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides intrasystem communication and Enhanced Multi-Line Service feature packages as set forth in Paragraph 6.2.C following. EMLS is provided to Business or Residence Local Exchange Service customers who subscribe to two to 400 access lines. Customers with more than 400 lines may subscribe to Custom Enhanced Multi-Line Service (CEMLS).
2. CEMLS as outlined in Section 6.3 can provide service to users with more than 400 lines. Additional features beyond those listed in Section 6.2.C. may also be provided under CEMLS as outlined in Section 6.3.
3. EMLS is a local telecommunications service which is limited to those areas serviced by central office equipment specifically equipped to provide such services. The Company will provide EMLS in all wire centers which are equipped to provide the service.
4. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with EMLS are provided by and remain the property of the Company.
5. The Company will furnish one alphabetical and one classified directory listing on a per Enhanced Multi-Line Service summary business account, without charge. In addition, the Company will furnish one alphabetical listing for each individual residence EMLS number, without charge. Additional listings are offered subject to the provisions set forth in Section 6.7 of this tariff.
6. The rates and charges shown for EMLS apply to establishment of EMLS only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

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Issued: 9/24/93

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO

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Effective: 10/1/93
BY lat R.S. #6-4
Public Service Commission
MISSOURI

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

A. General (Cont'd)

7. Each request for establishment of a EMLS system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting nonrecoverable labor and material costs.

8. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

- a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) Dust free, (2) controlled temperatures ranging from 50 degrees to 86 degrees Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
- b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

9. Rotary dial stations are not capable of accessing all EMLS features shown in 6.2.C of this section.

10. An Enhanced Multi-Line Service line may be extended to a location outside the same continuous property of the Enhanced Multi-Line Service customer to any location within the wire center at no additional charge, if a separate telephone number is assigned to this line. If the telephone number assigned to the extended line is the same as a telephone number at the normal location, Off-Premise Extension Service, as set forth in Section 6.9 of this Tariff, will apply to the line.

11. This Tariff (including the rates and charges shown here) for EMLS is subject to such changes or modifications as the Missouri Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction.

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Public Service Commission

OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

(T)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

A. General (Cont'd)

TO PUBLIC SERVICE COMMISSION

12. Certain features (marked with an * in Section 6.2.D) will require the customer to provide additional hardware and/or facilities associated with the particular feature. Additional Telephone Company facilities required for these features may be purchased from applicable sections of this tariff.

B. Liability of the Company

- 1. The liability of the Company for interruptions in or failure of service provided under the EMLS Tariff is provided for in Section No. 3.3 of this tariff.
- 2. The Company makes no guarantee and assumes no liability whatsoever for the customer's provision of EMLS features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

C. Description of Service

1. EMLS is offered in two different configurations:

a. EMLS-Basic (EMLS-B)

This service is offered for customers with between two and thirty lines and provides a standard group of features available to the customers. Features available under EMLS-B are described in Section 6.2.C(2)a.

b. EMLS-Full Service (EMLS-FS)

This service is offered to customers with between two (2) and four hundred (400) lines. In addition to a standard group of features the customer has the option of choosing additional feature packages to meet the customer's communication service requirements. Features available under EMLS-FS are listed in Sections 6.2.C(2)b, c, d, and e, hereafter.

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MISSOURI

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

SEP 24 1993

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MISSOURI
Public Service Commission

A. General (Cont'd)

12. Certain features (marked with an * in Section 6.2.D) will require the customer to provide additional hardware and/or facilities associated with the particular feature. Additional Telephone Company facilities required for these features may be purchased from applicable sections of this tariff.

B. Liability of the Company

1. The liability of the Company for interruptions in or failure of service provided under the EMLS Tariff is provided for in Section No. 3.3 of this tariff.

2. The Company makes no guarantee and assumes no liability whatsoever for the customer's provision of EMLS features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

CANCELLED

C. Description of Service

1. EMLS is offered in two different configurations:

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MISSOURI

a. EMLS-Basic (EMLS-B)

This service is offered for customers with between two and thirty lines and provides a standard group of features available to the customers. Features available under EMLS-B are described in Section 6.2.C(2)a.

b. EMLS-Full Service (EMLS-FS)

This service is offered to customers with between two (2) and four hundred (400) lines. In addition to a standard group of features the customer has the option of choosing additional feature packages to meet the customer's communication service requirements. Features available under EMLS-FS are listed in Sections 6.2.C(2)b, c, d, and e hereafter.

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93 - 268

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MO. PUBLIC SERVICE COMM.

C. Description of Service (Cont'd)

2. Features

a. EMLS-B Standard Features

- Alternate Answering
- Call Forward
- Call Flip-Flop
- Call Hold
- Call Pick-up
- Call Transfer
- Call Waiting
- Combined Dial-Pulse - DTMF Signaling
- Convenience Dialing
- Direct-inward-dialing
- Direct-outward-dialing
- Intercom
- Three-Way Calling

(N)

b. EMLS-FS Standard Features

- Combined Dial Pulse-DTMF Signaling
- Direct-inward-dialing
- Direct-outward-dialing
- Station-to-Station dialing

(T)

c. EMLS-FS Series 1 Features

- All EMLS-FS Standard Features plus,
- Account Code Capability
- Call Flip-Flop
- Call Forwarding (Busy, All, No Answer, Within Group)
- Call Hold
- Call Park
- Call Pickup
- Call Transfer (Individual, Internal Only)
- Call Waiting
- Cancel Call Waiting
- Consultation Hold
- Dial Access to Attendant
- Dialing Access to Private Facilities
- Distinctive Ringing

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95 - 47
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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

C. Description of Service (Cont'd)

2. Features

a. EMLS-B Standard Features

- Alternate Answering
- Call Forward
- Call Flip-Flop
- Call Hold
- Call Pick-up
- Call Transfer
- Call Waiting
- Convenience Dialing
- Direct-inward-dialing
- Direct-outward-dialing
- Intercom
- Three-Way Calling

b. EMLS-FS Standard Features

- Combined Dial Pulse-DTMF Lines
- Direct-inward-dialing
- Direct-outward-dialing
- Station-to-Station dialing

c. EMLS-FS Series 1 Features

- All EMLS-FS Standard Features plus,
- Account Code Capability
- Call Flip-Flop
- Call Forwarding (Busy, All, No Answer, Within Group)
- Call Hold
- Call Park
- Call Pickup
- Call Transfer (Individual, Internal Only)
- Call Waiting
- Cancel Call Waiting
- Consultation Hold
- Dial Access to Attendant
- Dialing Access to Private Facilities
- Distinctive Ringing

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Citizens Telephone Company
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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MO. PUBLIC SERVICE COMM.

C. Description of Service (Cont'd)

2. Features (Cont'd)

c. EMLS-FS Series 1 Features (Cont'd)

(T)

Do Not Disturb
Flexible Intercept
Hunting Terminal (Pilot)
Intercom
Last Number Redial
Make Busy (Terminal/Group)
Music-on-Hold
Paging Access
Single Digit Dialing
Speed Calling Individual (Short)
Station Transfer Security
Stop Hunt
Three-Way Calling
Wake-up Reminder

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d. EMLS-FS Series 2 Features

All EMLS-FS Series 1 Features plus,

(D)

Automatic Call Back (Station, Trunk Camp-on)
Call Diversion To Attendant
Data Line Security
Dictation Access and Control
FX Facilities Access
Fully Restricted Service
Hunting (Regular, Circular, Preferential)
Night Service (Fixed, Flexible)
Speed Calling Group
Toll Restricted Service

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1905 Walnut
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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

C. Description of Service (Cont'd)

2. Features (Cont'd)

c. EMLS-FS Series 1 Features

Do Not Disturb
Flexible Intercept
Hunting Terminal (Pilot)
Intercom
Last Number Redial
Make Busy (Terminal/Group)
Music-on-Hold
Paging Access
Single Digit Dialing
Speed Calling Individual (Short)
Station Transfer Security
Stop Hunt
Three-Way Calling
Wake-up Reminder

d. EMLS-FS Series 2 Features

All EMLS-FS Series 1 Features plus,
Account Code Capability
Automatic Call Back (Station, Trunk Camp-on)
Call Diversion To Attendant
Data Line Security
Dictation Access and Control
FX Facilities Access
Fully Restricted Service
Hunting (Regular, Circular, Preferential)
Night Service (Fixed, Flexible)
Speed Calling Group
Toll Restricted Service

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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C. Description of Service (Cont'd)

2. Features (Cont'd)

d. ~~EMLS~~-FS Series 3 features

All EMLS-FS Series 2 features plus,
Authorization Codes
Automatic Route Selection
Call Waiting (Originating)
Custom Dialed Account Recording
Directed Call Pickup
Executive Busy Override
Expensive Route Warning Tone
Hunting (Uniform Call Distribution)
Off Hook Queuing
Remote Access to Business Group Features
Speed Calling Individual (Long)
Station Message Detail Recording
Time of Day Routing

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OPTIONAL SERVICES AND FEATURES (T)

6. Optional Services and Features (Cont'd) (T)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Descriptions

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1. Account Code Capability - This feature allows business group station users to enter an account code access plus a three (3) to eight (8) digit account code number prior to dialing.
2. Alternate Answering - This feature allows incoming calls to EMLS-B service to be automatically forwarded to another line in the group if the called number is busy or does not answer.
3. Authorization Codes - This feature allows a station user to override the assigned restriction level for a single call.
4. Automatic Call Back (Station, Trunk Camp-On) - This feature allows a station user encountering a busy station to be automatically notified when the station or trunk becomes idle.
5. Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.)
6. Call Diversion to Attendant - This feature allows busy diversion and/or no answer diversion if off-hook or does not answer after predetermined ring, diverts to attendant.
7. Call Flip-Flop - This feature allows a user to have two calls in progress with the capability to alternate between them. The initiator converses with one while the other is on hold.
8. Call Forwarding (Busy, All, No Answer) - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. All calls, or only calls reaching a no answer or busy condition, may be forwarded. Fixed forwarding is established and changed by the Company, whereas variable forwarding is established and changed by the station user.
9. Call Hold - This feature allows a station user to place a call in progress on hold.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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D. Feature Descriptions

1. Account Code Capability - This feature allows business group station users to enter an account code access plus a three (3) to ~~eight~~ (8) digit account code number prior to dialing.
2. Alternate Answering - This feature allows incoming calls to EMLS-B service to be automatically forwarded to another line in the group if the called number is busy or does not answer.
3. Authorization Codes - This feature allows a station user to override the assigned restriction level for a single call.
4. Automatic Call Back (Station, Trunk Camp-On) - This feature allows a station user encountering a busy station to be automatically notified when the station or trunk becomes idle.
5. Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.)
6. Call Diversion to Attendant - This feature allows busy diversion and/or no answer diversion if off-hook or does not answer after predetermined ring, diverts to attendant.
7. Call Flip-Flop - This feature allows a user to have two calls in progress with the capability to alternate between them. The initiator converses with one while the other is on hold.
8. Call Forwarding (Busy, All, No Answer) - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. All calls, or only calls reaching a no answer or busy condition, may be forwarded. Fixed forwarding is established and changed by the Company, whereas variable forwarding is established and changed by the station user.
9. Call Hold - This feature allows a station user to place a call in progress on hold.

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6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (Cont'd)

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D. Feature Description (Cont'd)

- 10. Call Park - This feature allows a station user to park a call and then retrieve it again from the same or a different station.
- 11. Call Pickup - This feature allows a station user to answer incoming calls to another station within his defined pickup group.
- 12. Call Transfer (All, Incoming Only, Internal) - This feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected (Call Transfer-All). The call transfer function may be restricted to incoming calls only or to calls within a particular customer group.
- 13. Call Waiting - This feature provides a burst of tone to inform a busy station user that another call is waiting.
- 14. Call Waiting (Originating) - This feature allows a station user to initiate the call waiting feature to a busy station within his customer group.
- 15. Cancel Call Waiting - This feature provides the ability to disable the Call Waiting Feature for the duration of a call.
- 16. Combined Dial Pulse - DTMF Signaling - This feature provides for either dial pulse or tone signaling.
- 17. Consultation Hold - This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.
- 18. Convenience Dialing (EMLS-B only) - This feature, similar to Single Digit Dialing, allows EMLS-B customers to call a specific party within the group by dialing a one-digit or two-digit code.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

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19. Customer Dialed Account Recording (CDAR)* - The CDAR feature allows a customer to add an account number to their own Automatic Message Accounting (AMA) record for allocation of charges on billable outward calls.
20. Data Line Security - Prevents traffic sources, such as, call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes.
21. Dial Access to Attendant - This feature allows stations connected via tie line access to dial attendant access code
22. Dialing Access to Private Facilities - When a customer has private facilities that are directly terminated to customer premise equipment the customer accesses the facility by dialing/keying a code unique to that facility.
23. Dictation Access and Control* - This feature provides for station access to customer provided dictation equipment.
24. Direct Inward Dialing (DID) - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.
25. Direct Outward Dialing (DOD) - This feature allows station users to place external calls to the exchange network without attendant assistance.
26. Directed Call Pickup - This feature allows a station user to answer any incoming call within his customer group by dialing the access code and the ringing station number.

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6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd) SEP 24 1993

D. Feature Description (Cont'd)

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- 19. Customer Dialed Account Recording (CDAR)* - The CDAR feature allows a customer to add an account number to their own Automatic Message Accounting (AMA) record for allocation of charges on billable outward calls.
- 20. Data Line Security - This feature prohibits interruption to a busy line by any sort of secondary call.
- 21. Dial Access to Attendant - This feature allows stations connected via tie line access to dial attendant access code
- 22. Dialing Access to Private Facilities - When a customer has private facilities that are directly terminated to customer premise equipment the customer accesses the facility by dialing/keying a code unique to that facility.
- 23. Dictation Access and Control* - This feature provides for station access to customer provided dictation equipment.
- 24. Direct Inward Dialing (DID) - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.
- 25. Direct Outward Dialing (DOD) - This feature allows station users to place external calls to the exchange network without attendant assistance.
- 26. Directed Call Pickup - This feature allows a station user to answer any incoming call within his customer group by dialing the access code and the ringing station number.
- 27. Distinctive Ringing - This feature provides different ringing patterns for internal and external calls.
- 28. Do Not Disturb - This feature gives a station user the capability of making the telephone line appear busy. Incoming calls may be diverted to a different station, or may receive a busy signal, even though the end-user is not using his or her telephone.

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6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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D. Feature Description (Cont'd)

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29. Executive Busy Override - This feature allows a customer to access a busy station.

30. Expensive Route Warning Tone - This feature provides a warning tone indicating a route determined to be expensive for a given location has been selected.

31. Flexible Intercept - This feature provides the automatic routing to intercept calls which cannot be completed because of imposed restrictions, misdialing, etc.

32. FX Facilities Access - This feature provides access to and from a remote exchange network via dedicated trunk facilities.

33. Fully Restricted Service - This feature prohibits access by a station to facilities other than stations within the same customer group.

34. Hunting, Circular - Circular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting proceeds to the last member in the group, wrapping around to the first member, and ending with the member before the one that was dialed/keyed.

35. Hunting, Preferential - This hunting feature operates on the basis of providing a separate preferential hunting list to one or all members of the hunt group. When a preferred member's number is dialed/keyed and found busy, its preferential hunting list is accessed to determine the hunting sequence that will occur.

36. Hunting, Regular - Regular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting ends at the last member in the group.

37. Hunting, Terminal (Pilot) - This feature is performed only when the pilot number has been dialed/keyed.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MO. PUBLIC SERVICE COMMISSION

D. Feature Description (Cont'd)

- 38. Hunting, Uniform Call Distribution (ACD) - The ACD feature allows incoming trunk calls to be directed to, and distributed among, a select group of stations.
- 39. Intercom - This feature allows a station to call other stations within the group by dialing a code, normally one or two digits.
- 40. Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.
- 41. Make Busy (Terminal/Group) - This feature allows the terminal in a hunt group or an entire hunt group to appear busy to incoming calls. (T)
- 42. Message Waiting Indicator - This feature provides message waiting lamp indicator for suitably equipped telephone sets, indicating a message is waiting. (N)
- 43. Music-on-Hold - This feature allows the customer to provide music to the calling party when the calling party has been placed on hold. (T)
- 44. Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible). (T)
- 45. Off-Hook Queuing - This feature allows a station user to remain on the line for an idle trunk so the call may be completed. (T)
- 46. Paging Access - This feature provides access to a customer provided speaker system. (T)
- 47. Remote Access to Business Group Features - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group. (T)
- 48. Single Digit Dialing - This feature allows speed calling between selected stations in separate groups using a one-digit code. (T)
- 49. Speed Calling Group - This feature allows more than one station to have access to a shared speed calling list. The shared list may be either short or long. (T)

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OPTIONAL SERVICES AND FEATURES **RECEIVED** (T)

6. Optional Services and Features (Cont'd) (T)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

MO. PUBLIC SERVICE COMM.

38. Hunting, Uniform Call Distribution (ACD) - The ACD feature allows incoming trunk calls to be directed to, and distributed among, a select group of stations.
39. Intercom - This feature allows a station to call other stations within the group by dialing a code, normally one or two digits.
40. Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.
41. Make Busy (Terminal/Group)* - This feature allows the terminal in a hunt group or an entire hunt group to appear busy to incoming calls.
42. Music-on-Hold* - This feature allows the customer to provide music to the calling party when he has been placed on hold.
43. Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible).
44. Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.
45. Paging Access* - This feature provides access to a customer provided loudspeaker system.
46. Remote Access to Business Group Features* - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.
47. Single Digit Dialing - This feature allows speed calling between selected stations in separate groups using a one-digit code.
48. Speed Calling Group - This feature allows more than one station to have access to a shared speed calling list. The shared list may be either short or long.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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D. Feature Description (Cont'd)

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38. Hunting, Uniform Call Distribution (ACD) - The ACD feature allows incoming trunk calls to be directed to, and distributed among, a select group of stations.

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41. Make Busy (Terminal/Group)* - This feature allows the terminal in a hunt group or an entire hunt group to appear busy to incoming calls.

42. Music-on-Hold* - This feature allows the customer to provide music to the calling party when he has been placed on hold.

43. Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible).

44. Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.

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46. Remote Access to Business Group Features* - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

47. Single Digit Dialing - This feature allows speed calling between selected stations in separate groups using a one-digit code.

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MO. PUBLIC SERVICE COMM

D. Feature Description (Cont'd)

- 50. Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits. (T)
- 51. Speed Calling Individual (Short) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit. (T)
- 52. Station Message Detail Recording - This feature provides the capability to accumulate call detail information from each station. (T)
- 53. Station-to-Station Dialing - This feature allows station users to call each other using station extension numbers. (T)
- 54. Station Transfer Security - This feature provides that a call, which has been transferred by one station to a second station which does not answer, will recall the transferring station. (T)
- 55. Stop Hunt - This feature allows a station user to stop when a particular line is reached in a hunting sequence.
- 56. Three-Way Calling - This feature allows a station user to add a third party to the conversation. (See Consultation Hold and Call Transfer).
- 57. Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day. (T)
- 58. Toll Restricted Service - This feature allows the customer to block station calls placed to the toll network or to divert them to the attendant. (T)
- 59. User Transfer - This feature, available to EMLS-B customers, is identical to Call Transfer - All. (T)
- 60. Wake-up Reminder - This feature allows station users the ability to program their telephone to ring distinctively at a specific time. (T)

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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D. Feature Description (Cont'd)

49. Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits.
50. Speed Calling Individual (Short) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit.
51. Station Message Detail Recording* - This feature provides the capability to accumulate call detail information from each station.
52. Station-to-Station Dialing - This feature allows station users to call each other using station extension numbers.
53. Station Transfer Security - This feature provides that a call, which has been transferred by one station to a second station which does not answer, will recall the transferring station.
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57. Toll Restricted Service - This feature allows the customer to block station calls placed to the toll network or to divert them to the attendant.
58. User Transfer - This feature, available to EMLS-B customers, is identical to Call Transfer - All.
59. Wake-up Reminder - This feature allows station users the ability to program their telephone to ring distinctively at a specific time.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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D. Feature Description (Cont'd)

- 49. Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits.
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- 54. Stop Hunt - This feature allows a station user to stop when a particular line is reached in a hunting sequence.
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- 58. User Transfer - This feature, available to EMLS-B customers, is identical to Call Transfer - All.
- 59. Wake-up Reminder - This feature allows station users the ability to program their telephone to ring distinctively at a specific time.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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E. Rates

MO. PUBLIC SERVICE COMM.

1. Rates for the provision of EMLS service will consist of two types of rate elements. One rate will be a monthly service charge for each EMLS account. (See 6.2.E.2) The second rate will apply on a per line basis for each line and will be related to the specific feature package or packages which the customer subscribes to.

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff. Specifically, this service is in addition to the local exchange service lines which the customer will purchase to provide local exchange service.

2. Monthly service charges will apply on an ELCS account basis as follows:

	<u>Rate</u>
EMLS-B	\$ 10.00
EMLS-FS (2 to 200 lines)	\$ 50.00
EMLS-FS (201 to 400 lines)	\$100.00

3. In addition to the rates as set forth in Paragraph 6.2.E(2) the following rates and charges apply to the provision of EMLS. These rates are charged on a per line per month basis for the specific feature packages purchased.

	<u>Rate</u>
a. EMLS-B	
Standard Features	\$3.00
b. EMLS-FS	
Standard Features	\$0.75
Feature Series 1, per line	1.75
Feature Series 2, per line	2.45
Feature Series 3, per line	2.80

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

E. Rates

1. Rates for the provision of EMLS service will consist of two types of rate elements. One rate will be a monthly charge for each EMLS account. (See 6.2.E.2) The second rate will apply on a per line basis for each line and will be related to the specific feature package or packages which the customer subscribes to.

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff. Specifically, this service is in addition to the local exchange service lines which the customer will purchase to provide local exchange service.

2. Monthly service charges will apply on an EMLS account basis as follows:

	<u>Rate</u>
EMLS-B	\$ 10.00
EMLS-FS (2 to 200 lines)	\$ 50.00
EMLS-FS (201 to 400 lines)	\$100.00

3. In addition to the rates as set forth in Paragraph 6.2.E(2) the following rates and charges apply to the provision of EMLS. These rates are charged on a per line per month basis for the specific feature packages purchased.

	<u>Rate</u>
a. EMLS-B	
Standard Features	\$3.00
b. EMLS-FS	
Standard Features	\$.75
Feature Series 1, per line	1.75
Feature Series 2, per line	2.45
Feature Series 3, per line	2.80

- c. Line rates shown herein do not include the provision of customer premise equipment.

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Issued: 9/24/93

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: 10/1/93

OPTIONAL SERVICES AND FEATURES

(T)

6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

E. Rates (Cont'd)

MO. PUBLIC SERVICE COMMISSION

3. (Cont'd)

- c. Line rates shown herein do not include the provision of customer premise equipment. (M)
(M)
- d. Appropriate Customer Activity Charges set forth in Section 5.4.F of this Tariff apply to installation of an Enhanced Multi-Line Service system up to and including the Network Interface and to any changes or feature additions to individual EMLS lines.

F. Conditions

- 1. When EMLS is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.
 - a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, Per Technician*	\$30.00	\$15.00
(2) Overtime, Outside the Business Day, Per Technician*	45.00	22.50
(3) Premium Time, Outside the business Day, Per Technician*	60.00	30.00

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* A call out of a Company employee at a time not consecutive with the business day subject to a minimum charge of two hours.

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MISSOURI (M)
Public Service Commission

Citizens Telephone Company
of Higginsville, Missouri, inc.

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

E. Rates (Cont'd)

3. (Cont'd)

- d. Appropriate Customer Activity Charges set forth in Section 5.4.F of this Tariff apply to installation of an Enhanced Multi-Line Service system up to and including the Network Interface and to any changes or feature additions to individual EMLS lines.

F. Conditions

1. When EMLS is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.

- a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, Per Technician*	\$30.00	\$15.00
(2) Overtime, Outside the Business Day, Per Technician*	45.00	22.50
(3) Premium Time, Outside the business Day, Per Technician*	60.00	30.00

- b. Basic time rates apply for the time the Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Company approved holidays.

* A call out of a Company employee at a time not consecutive with the business day is subject to a minimum charge of two hours.

Effective: 10/1/93

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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OPTIONAL SERVICES AND FEATURES

(T)

6. Optional Services and Features (Cont'd)

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(T)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

F. Conditions (Cont'd)

- b. Basic time rates apply for the time the Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Company approved holidays.

NO. PUBLIC SERVICE COMMISSION

(M)

(M)

6.3 Custom Enhanced Multi-Line Service (CEMLS)

A. Scope of the Service

1. CEMLS is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Enhanced Multi-Line Service features. Most of the Enhanced Multi-Line Service features are set forth in Paragraph 6.2.D preceding. However, certain additional features may also be available at the customer's request. CEMLS may also be a custom service arrangement to add additional features and/or hardware to an EMLS system.
2. CEMLS arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities, and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgement of the Company, it is practicable and will not be detrimental to any other service furnished by the Company. CEMLS arrangements are intended for use by customers with more than 400 lines or for existing EMLS with additional feature needs that can be provided.

CEMLS arrangements will be provided pursuant to the terms and conditions as set forth in Section 6.2.A and 6.2.B preceding. Customer specific requirements and deviations from the Sections mentioned will be set forth in the CEMLS agreement.

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Citizens Telephone Company
of Higginsville, Missouri, inc.

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.3 Custom Enhanced Multi-Line Service (CEMLS)

SEP 24 1993

A. Scope of the Service

MISSOURI
Public Service Commission

1. CEMLS is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Enhanced Multi-Line Service features. Most of the Enhanced Multi-Line Service features are set forth in Paragraph 6.2.D preceding. However, certain additional features may also be available at the customer's request. CEMLS may also be a custom service arrangement to add additional features and/or hardware to an EMLS system.
2. CEMLS arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities, and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgement of the Company, it is practicable and will not be detrimental to any other service furnished by the Company. CEMLS arrangements are intended for use by customers with more than 400 lines or for existing EMLS with additional feature needs that can be provided.
3. CEMLS arrangements will be provided pursuant to the terms and conditions as set forth in Section 6.2.A and 6.2.B preceding. Customer specific requirements and deviations from the Sections mentioned will be set forth in the CEMLS agreement.

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: 10/1/93

OPTIONAL SERVICES AND FEATURES

(T)

6. Optional Services and Features (Cont'd)

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(T)

6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

NOV 14 1994

B. Public Service Commission Notification

1. The Company will notify the Public Service Commission Staff of CEMLS arrangements in advance, as set forth in 6.3.B.2 following, and will include in such notification the following information:

MO. PUBLIC SERVICE COMM.

- Customer name and location(s)
- Type of service to be provided
- The incremental cost study
- The contribution level used
- The payment option selected
- The applicable rates

The above information is considered proprietary by the Company and should not be made a part of the public record.

2. Upon receipt of the above identified information, the Staff will have three weeks (21 calendar days) to review this information. Day 1 of the 21 calendar days limitation will begin on the next working day after receipt by the Staff. In the review of this information, if the Staff determines there is a discrepancy in a specific cost study, but the rate quoted meets the minimum five percent contribution level after the discrepancy is corrected, no change in the rate will be required. If, however, after the discrepancy is corrected the rate quoted does not meet the five percent contribution level, the rate will be revised to achieve at least the minimum contribution level of five percent.

Staff will notify the Company in writing as soon as possible, but no later than 21 days, as determined above, of their position as a result of their review of the economic cost study. If Staff does not respond by the end of the 21 days, the Company may proceed with the proposed rates for that CEMLS arrangement.

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By *2nd RS#619*
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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd) SEP 24 1993

B. Public Service Commission Notification

MISSOURI
Public Service Commission

- The Company will notify the Public Service Commission Staff of CEMLS arrangements in advance, as set forth in 6.3.B.2 following, and will include in such notification the following information:

CANCELLED

- Customer name and location(s)
- Type of service to be provided
- The incremental cost study
- The contribution level used
- The payment option selected
- The applicable rates

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BY let R.S. #6-19
Public Service Commission
MISSOURI

The above information is considered proprietary by the Company and should not be made a part of the public record.

- Upon receipt of the above identified information, the Staff will have three weeks (21 calendar days) to review this information. Day 1 of the 21 calendar days limitation will begin on the next working day after receipt by the Staff. In the review of this information, if the Staff determines there is a discrepancy in a specific cost study, but the rate quoted meets the minimum five percent contribution level after the discrepancy is corrected, no change in the rate will be required. If, however, after the discrepancy is corrected the rate quoted does not meet the five percent contribution level, the rate will be revised to achieve at least the minimum contribution level of five percent.

Staff will notify the Company in writing as soon as possible, but no later than 21 days, as determined above, of their position as a result of their review of the economic cost study. If Staff does not respond by the end of the 21 days, the Company may proceed with the proposed rates for that CEMLS arrangement.

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: 10/1/93

OPTIONAL SERVICES AND FEATURES

(T)

6. Optional Services and Features (Cont'd)

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(T)

6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

NOV 14 1994

C. Rates

MO. PUBLIC SERVICE COMM.

1. Rates for CEMLS arrangements will be based on the incremental costs, contribution level, payment plan, and contract option selected. These factors will vary with each CEMLS arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.

2. Economic Cost Studies

An incremental cost study will be performed for each CEMLS arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.

3. Payment Options

The method of payment will be specified in the CEMLS agreement.

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Citizens Telephone Company
of Higginsville, Missouri, inc.

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

C. Rates

1. Rates for CEMLS arrangements will be based on the incremental costs, contribution level, payment plan, and contract option selected. These factors will vary with each CEMLS arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.

2. Economic Cost Studies

An incremental cost study will be performed for each CEMLS arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.

3. Payment Options

The method of payment will be specified in the CEMLS agreement.

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: 10/1/93

OPTIONAL SERVICES AND FEATURES RECEIVED (T)

6. Optional Services and Features (Cont'd)

NOV 14 1994

(T)

6.4 Conference Bridge Service

MO. PUBLIC SERVICE COMM.

A. Description of Service

This service allows the end-user to reserve a conference bridge located in the Company's central office for convening a dial-in conference call for up to twenty-eight parties. The customer will call the Company's business office to reserve the conference bridge for a specified day and time and will be given a phone number for the conference parties to call at the appointed time.

Up to twenty-eight parties may dial into the conference bridge at the appointed time. Local or toll charges from the calling location to the conference bridge number will be applied.

B. Limitations

Only one conference bridge is available so only one party can reserve the bridge at a given day and time.

C. Rates

1) Reservation of conference bridge

The Service Order Change Charge specified in Section 5.4.B will apply for reserving the conference bridge.

2) Use of the conference bridge will be charged on an hourly basis with the following charge applying for each full hour or fraction of an hour that the bridge is in use.

Charge per hour or fraction \$4.00

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Issued: November 14, 1994 Brian Cornelius Effective: December 14, 1994

Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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Oct. 26, 2007
Missouri Public
Service Commission

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.4 Conference Bridge Service

SEP 24 1993

A. Description of Service

MISSOURI
Public Service Commission

This service allows the end-user to reserve a conference bridge located in the Company's central office for convening a dial-in conference call for up to twenty-eight parties. The customer will call the Company's business office to reserve the conference bridge for a specified day and time and will be given a phone number for the conference parties to call at the appointed time.

Up to twenty-eight parties may dial into the conference bridge at the appointed time. Local or toll charges from the calling location to the conference bridge number will be applied.

B. Limitations

Only one conference bridge is available so only one party can reserve the bridge at a given day and time.

C. Rates

1) Reservation of conference bridge

The Service Order Change Charge specified in Section 5.4.B will apply for reserving the conference bridge.

2) Use of the conference bridge will be charged on an hourly basis with the following charge applying for each full hour or fraction of an hour that the bridge is in use.

Charge per hour or fraction \$4.00

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Public Service Commission

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.5 Custom Calling Service

A. Conditions

Custom Calling Services are available only to those customers who are served from a Central Office equipped to provide such services.

When a service is programmed for both Conference Calling and Call Waiting, only one of the two may be activated at any one time.

These services will not be provided for semi-public or public paystations.

The grade of transmission on three way calling and call forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Customer Activity Charges

Customer Activity Charges as outlined in Section 5 of this tariff will apply to the establishment of Custom Calling service features.

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OPTIONAL SERVICES AND FEATURES (T)

6. Optional Services and Features (Cont'd) (T)

6.5 Custom Calling Service (Cont'd)

NOV 14 1994

C. Feature Descriptions

MO. PUBLIC SERVICE COMMISSION

1. Alternate Line Number - An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.
2. Call Forwarding - Permits the customer to have all incoming calls automatically transfer to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to a call between the customer's telephone and the telephone number to which calls are being forwarded, such charges will be billed to the Call Forwarding Customer. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center. There are two methods of providing Call Forwarding:
 - a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the company will re-establish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.
 - b. A variable operation, which provides for customer establishment and change of the forwarded number destination. The customer is also responsible for feature activation and deactivation as well as re-establishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding Service.
3. Call Waiting - Provides for signaling a customer, who is talking on the line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both.

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By 3rd RS #623
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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: December 14, 1994

Citizens Telephone Company
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GENERAL EXCHANGE SERVICE

AUG 1 1994

6. General Exchange Service (Cont'd)

MO. PUBLIC SERVICE COMM.

6.5 Custom Calling Service (Cont'd)

CANCELLED

C. Feature Descriptions

1. Alternate Line Number - An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.

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2nd R.S. # 6-2
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2. Call Forwarding - Permits the customer to have all incoming calls automatically transfer to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to a call between the customer's telephone and the telephone number to which calls are being forwarded, such charges will be billed to the Call Forwarding Customer. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center. There are two methods of providing Call Forwarding:

(N)

a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the company will re-establish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.

b. A variable operation, which provides for customer establishment and change of the forwarded number destination. The customer is also responsible for feature activation and deactivation as well as re-establishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding Service.

3. Call Waiting - Provides for signaling a customer, who is talking on the line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both.

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

SEP 24 1993

6.5 Custom Calling Service (Cont'd)

MISSOURI
Public Service Commission

C. Group 1 Feature Descriptions

1. Call Forwarding - Permits the customer to have all incoming calls automatically transfer to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to a call between the customer's telephone and the telephone number to which calls are being forwarded, such charges will be billed to the Call Forwarding Customer. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center.

a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the company will re-establish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.

b. A variable operation, which provides for customer establishment and change of the forwarded number destination. The customer is also responsible for feature activation and deactivation as well as re-establishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding Service.

2. Last Number Redial - Permits a customer with a tone capable telephone to redial the last number dialed by keying a special access code.

3. Wakeup - Permits a customer to set up a wakeup call by dialing a special access code followed by the desired wakeup time.

4. Series Completion - Permits a customer to divert an incoming call to another destination if the customer's line is busy or not answered. Both series completing options can be assigned to the same customer.

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OPTIONAL SERVICES AND FEATURES RECEIVED (T)

6. Optional Services and Features (Cont'd)

NOV 14 1994 (T)

6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

MO. PUBLIC SERVICE COMM.

4. Cancel Call Waiting - By dialing/keying a code, a subscriber will be able to cancel call waiting during the duration of the next out-going call only.

5. Data Line Security - Prevents traffic sources, such as, call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes. (C)

6. Do Not Disturb -Permits a customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are diverted to a recorded announcement. To restore normal service, the customer simply dials the deactivation code. (C)

7. Last Number Redial - Permits a customer with a tone capable telephone to redial the last number dialed by keying a special access code.

8. Second Line Coded Ringing - Coded ringing can be added to a second line termination. This will allow the customer to identify which line is being called.

9. Series Completion - Permits a customer to divert an incoming call to another destination if the customer's line is (1) busy or (2) not answered. Both series completing options can be assigned to the same customer.

10. Three-Way Calling - Permits a customer to add a third party to an existing call, whether the original call was incoming or outgoing.

Wakeup - Permits a customer to set up a wakeup call by dialing a special access code followed by the desired wakeup time.

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Public Service Commission
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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

AUG 1 1994

6.5 Custom Calling Service (Cont'd)

MO. PUBLIC SERVICE COMM.

C. Feature Descriptions (Cont'd)

4. Cancel Call Waiting - By dialing/keying a code, a subscriber will be able to cancel call waiting during the duration of the next out-going call only.
5. Data Line Security - This feature prohibits interruption to a busy line by any sort of secondary call. (N)
6. Do Not Disturb - This feature gives a station user the capability of making the telephone line appear busy. Incoming calls may be diverted to a different station, or may receive a busy signal, even though the end-user is not using his or her telephone. (N)
7. Last Number Redial - Permits a customer with a tone capable telephone to redial the last number dialed by keying a special access code.
8. Second Line Coded Ringing - Coded ringing can be added to a second line termination. This will allow the customer to identify which line is being called.
9. Series Completion - Permits a customer to divert an incoming call to another destination if the customer's line is (1) busy or (2) not answered. Both series completing options can be assigned to the same customer. (T)
10. Three-Way Calling - Permits a customer to add a third party to an existing call, whether the original call was incoming or outgoing.
11. Wakeup - Permits a customer to set up a wakeup call by dialing a special access code followed by the desired wakeup time.

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Public Service Commission

Issued: August 1, 1994

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: August 31, 1994

SEP 10 1994

Citizens Telephone Company
of Higginsville, Missouri, inc.

GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.5 Custom Calling Service (Cont'd)

C. Group 1 Feature Descriptions (Cont'd)

- 5. Second Line Coded Ringing - Coded ringing can be used for second line termination. This will allow the customer to identify which line is being called.
- 6. Cancel Call Waiting - By dialing/keying a code, a subscriber will be able to cancel call waiting during the duration of the next out-going call only.

D. Group 2 Feature Descriptions

- 1. Call Waiting - Provides for signaling a customer, who is talking on his line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both.
- 2. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 3. Three-Way Calling - Permits a customer to add a third party to an existing call, whether the original call was incoming or outgoing.

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

OPTIONAL SERVICES AND FEATURES **Missouri Public**

6. Optional Services and Features (Cont'd)

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6.5 Custom Calling Service (Cont'd)

Service Commission

C. Feature Descriptions (Cont'd)

- 12. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 13. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.
- 14. Call Join – Allows customer to merge a call waiting call with their existing call. (N)
(N)

D. Rates

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

1.	All Features Except 30-Number Speed Calling	
	First Feature on a line	\$2.00
	Additional Features on a line	\$1.00
2.	30-Number Speed Calling	\$3.00
	Additional Features on a Line	\$1.00

Missouri Public

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Service Commission

OPTIONAL SERVICES AND FEATURES RECEIVED (T)

6. Optional Services and Features (Cont'd) (T)

NOV 14 1994

6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

MO. PUBLIC SERVICE COM. M.

- 12. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 13. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.

D. Rates

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

1.	All Features Except 30-Number Speed Calling	
	First Feature on a line	\$2.00
	Additional Features on a line	\$1.00
2.	30-Number Speed Calling	\$3.00
	Additional Features on a Line	\$1.00

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

MO. PUBLIC SERVICE COMM.

- 12. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 13. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.

D. Rates

(T)

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

1.	All Features Except 30-Number Speed Calling		
	First Feature on a line	\$2.00	(C)(I)(R)
	Additional Features on a line	\$1.00	(R)
2.	30-Number Speed Calling	\$3.00	(C)(I)
	Additional Features on a Line	\$1.00	(R)

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.5 Custom Calling Service (Cont'd)

E. Group 3 Feature Descriptions

1. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.
2. Alternate Line Number - An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.

F. Rates

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

1. Group 1 Features	
First Feature on a line	\$1.60
Additional Features on a line	\$1.40
2. Group 2 Features	
First Feature on a line	\$2.25
Additional Features on a line	\$2.00
3. Group 3 Features	
First Feature on a line	\$2.80
Additional Features on a line	\$2.50

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OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

D. Rates (Cont'd)

		<u>First Feature Rate Month</u>	<u>Additional Feature</u>
1.	Alternate Line Number	1.00	No Charge
2.	Call Forwarding	1.00	No Charge
3.	Call Waiting/Cancel Call Waiting	1.00	No Charge
4.	Data Line Security	2.00	1.00
5.	Do Not Disturb	2.00	1.00
6.	Last Number Redial	2.00	1.00
7.	Second Line Coded Ringing	2.00	1.00
8.	Series Completion		
	Variable	No Charge	No Charge
	Fixed	No Charge	No Charge
9.	Three-way Calling	1.00	No Charge
10.	Wake up	2.00	1.00
11.	8 Number Speed Calling	2.00	1.00
12.	30 Number Speed Calling	3.00	1.00

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1905 Walnut
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OPTIONAL SERVICES AND FEATURES RECEIVED (T)

6. Optional Services and Features (Cont'd) (T)

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6.6 Direct Inward Dialing (DID) Service

MO. PUBLIC SERVICE COMM.

A. General

1. Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
5. The Company shall not be responsible to the customer or to the customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

6.6 Direct Inward Dialing (DID) Service

A. General

1. Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
5. The Company shall not be responsible to the customer or to the customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

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OPTIONAL SERVICES AND FEATURES RECEIVED (T)

6. Optional Services and Features (Cont'd) (T)

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6.6 Direct Inward Dialing (DID) Service (Cont'd)

MO. PUBLIC SERVICE COMM.

A. General (Cont'd)

7. Directory listings will not be provided without charge for numbers issued for DID service. Customers desiring listings for these numbers in the telephone company directory may purchase listings they desire pursuant to the provisions of Section 6.7, Directory Listings.
8. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.

B. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
First 100 Direct Inward Dialing Numbers Assigned, minimum charge	\$30.00	\$1,080.00
Each additional 100 Direct Inward Dialing Numbers assigned over the first 100	30.00	1,080.00
Direct Inward Dialing Trunk Termination - per DID trunk, each	60.00	

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The charges for the service, as provided above, are in addition to Customer Activity Charges outlined in Section 5 and to the applicable local exchange service rates.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.6 Direct Inward Dialing (DID) Service (Cont'd)

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A. General (Cont'd)

7. Directory listings will not be provided without charge for numbers issued for DID service. Customers desiring listings for these numbers in the telephone company directory may purchase listings they desire pursuant to the provisions of Section 6.7, Directory Listings.
8. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.

B. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
First 100 Direct Inward Dialing Numbers Assigned, minimum charge	\$30.00	\$1,080.00
Each additional 100 Direct Inward Dialing Numbers assigned over the first 100	30.00	1,080.00
Direct Inward Dialing Trunk Termination - per DID trunk, each	60.00	

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The charges for the service, as provided above, are in addition to Customer Activity Charges outlined in Section 5 and to the applicable local exchange service rates.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.7 Directory Listings

A. Published Listings

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A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

1. Listings will be limited to such information as is necessary for proper identification.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. Only one number will be listed in the telephone company directory at no charge for each Multi-Line Hunt group. Unless otherwise directed by the customer and agreed to by the company, the pilot number in the hunt group will be the number listed.

B. Non-Published Listings

Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request and subject to the applicable rate in 6.7 F following.

C. Non-List Listings

Non-list service is the omission of a customer's listing from the telephone directory. The customer's listing may be obtained from the directory assistance operator. Non-list service is subject to the applicable rate in 6.7 F following.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.7 Directory Listings

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A. Published Listings

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Public Service Commission

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

1. Listings will be limited to such information as is necessary for proper identification.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. Only one number will be listed in the telephone company directory at no charge for each Multi-Line Hunt group. Unless otherwise directed by the customer and agreed to by the company, the pilot number in the hunt group will be the number listed.

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B. Non-Published Listings

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Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request and subject to the applicable rate in 6.7.F following.

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C. Non-List Listings

Non-list service is the omission of a customer's listing from the telephone directory. The customer's listing may be obtained from the directory assistance operator. Non-list service is subject to the applicable rate in 6.7.F following.

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GENERAL EXCHANGE SERVICE

6. General Exchange Service (Cont'd)

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6.7 Directory Listings (Cont'd)

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D. Additional Listings

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An additional listing is any listing of a name or information in connection with a subscriber's telephone number beyond the primary listing. Each additional listing or each additional line of a multiple line listing, including alternate call listings and line of information as described below, is subject to the applicable rate in Section 6.7.F following.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Line of Information is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties.

E. Applicability of Customer Activity Charges

A listings change is subject to the applicable Customer Activity Charges found in Section 5.

F. Rates

Non-published	\$1.50
Non-list	\$1.00
Additional Listing	\$1.00

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.8 Nuisance Traps

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A. Description

Nuisance Traps provide the capability of capturing and recording the telephone number of the calling party for each local telephone call to the customer's telephone number. The calling party's number is captured by telephone company switching equipment and is transmitted to a local law enforcement agency where a report is printed containing the time of the call and the calling party. Nuisance traps will not be installed unless requested by the customer or by a law enforcement agency of the local, state, or federal government. Results of the nuisance trap will only be disclosed to appropriate law enforcement agencies in accordance with applicable law.

Unusual expenses such as overtime or prolonged work incurred in gathering data for nuisance trapping will be charged to the particular customer at the company's current loaded labor rate. This charge will not apply to law enforcement agencies making requests.

B. Customer Activity Charges

Customer Activity Charges as outlined in Section 5 will apply for establishing this service.

C. Availability

Nuisance Traps will be available only where technically feasible and where appropriate arrangements have been made with a law enforcement agency.

D. Rates

Nuisance call trapping

Monthly

\$5.00

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6. General Exchange Service (Cont'd)

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6.9 Off-Premise Extension Service

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A. Conditions

1. Off-premise extension circuits are provided to allow the customer the option of extending his telephone service from the normal to a second location within the wire center using the company's cable distribution facilities. Off-premises extension circuits are furnished subject to the availability of circuits and provided when no unusual expense is involved.
2. Distances for determination of rates shall be based on airline miles between the normal location and the location of the off-premise extension.

B. Rates

	<u>Monthly Rate</u>
First 1/4 mile or fraction thereof	6.00
Each additional 1/4 mile or fraction thereof	3.00

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BY 12 R. S #6-31
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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.10 Remote Call Forwarding

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A. General

Remote Call Forwarding (RCF) service is a service whereby a call placed from the originator to a customer's Remote Call Forwarding telephone number is automatically forwarded by Telephone Company digital central office equipment to another telephone number designated by the customer. This number does not have to be at the exchange where RCF is ordered.

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B. Regulations

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1. Remote Call Forwarding service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
2. Remote Call Forwarding service is not offered where the terminating station is a coin telephone.
3. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
5. Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.
6. Remote Call Forwarding service is available when used in connection with Local Exchange Service and interstate or intrastate Long Distance Message Telecommunications Service, interstate or intrastate 800 Service.
7. Remote Call Forwarding service is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls to the Remote Call Forwarding number without interfering with or impairing any services offered by the Telephone Company.

BY John R. S. #6-32
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6. General Exchange Service (Cont'd)

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6.10 Remote Call Forwarding (Cont'd)

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B. Regulations (Cont'd)

8. Directory Listings

One listing covering the exchange in which the call forwarding Central Office is located is provided without charge. Additional Directory Listings may be obtained under rates outlined in Section 6.7 of this Tariff.

9. Customer Activity Charges as established in Section 5 of this tariff are applicable to the establishment of Remote Call Forwarding.

C. Rates and Charges

1. The following charges are for the Remote Call Forwarding service only and are in addition to applicable charges for service and equipment with which it is used.

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	<u>Monthly Rate</u>
Remote Call Forwarding, per access path	\$15.95

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BY 1st R.S. 6-33
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2. Usage Charges

Usage charges applicable to remotely forwarded calls for that portion of the call from the call forwarding location to the answering location shall be charged in addition to the monthly rate specified above. The Remote Call Forwarding customer is responsible for any applicable customer-dialed station-to-station charges or interstate and intrastate charges specified in the Long distance Message Telecommunications Service or 800 Service Tariffs. The aforementioned charges apply to all calls answered at the call forwarding location, including person-to-person and collect calls, if accepted.

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GENERAL EXCHANGE SERVICE

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6. General Exchange Service (Cont'd)

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6.11 Temporary Dual Residence Service

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A. Description

1. Temporary Dual Residence Service is offered for the convenience of residence customers who are residing in one location within a wire center and are either in the process of moving to a second residence or are constructing a new residence within the same wire center. The service allows the residence customer to have his existing residence service be provided concurrently at both the existing and new locations for a temporary period of time.
2. Temporary Dual Residence Service is provided for a minimum one month period and a maximum total period of six months. When ordering this service the customer shall specify the period of time the service is desired. The customer may extend this period, if desired, up to the maximum period of six months.
3. Temporary Dual Residence Service is provided only where the existing and new locations are both served by the same wire center.

B. Rate Regulations

1. Customer Activity Charges as outlined in Section 5 of this tariff apply to establishing Temporary Dual Residence Service.
2. Temporary Dual Residence Service is provided at a charge of \$15.00 per month.

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6. General Exchange Service (Cont'd)

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6.12 Featurephone Access

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A. General

1. Featurephone is a proprietary desktop telephone instrument that is designed to operate in conjunction with the GTD-5 EAX digital switching system. This telephone instrument allows customers to have available a certain set of features by pushing a button on the telephone instrument.
2. Featurephone Access provides the central office software interconnection that allows the Featurephone instrument to work properly and provide the features desired to the customer.
3. Featurephone Access is only available in those wire centers served by a GTD-5 EAX digital switching system. The Company shall not be responsible to the customer for changes in the Company's facilities (including its digital switching systems) which will render the customer's Featurephones obsolete or inoperative. The Company makes no specific representation to the customer as to the length of time that Featurephone Access will be available.
4. If the Company plans to remove a GTD-5 EAX digital switching system and replace it with another digital switching system that will not be capable of providing Featurephone Access, the Company will give the customer reasonable notice of its plans for terminating Featurephone Access Service.

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B. Rates

1. Customer Activity Charges as outlined in Section 5 of the tariff shall apply to the establishment of Featurephone Access Service. In addition, the Enhanced Multi-Line Service Charge - EMLS-B - Account Establishment shall also apply to the establishment of Featurephone Access Service.
2. The rate for Featurephone Access Service shall be charged on a monthly basis and shall be in addition to appropriate local exchange service charges for the line on which the Featurephone Access Service shall apply.

BY *let R.S. #6-35*
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Featurephone Access Service

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6. Optional Services and Features

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6.14 Simulated Facility Group (Virtual EMLS) (Cont'd)

MO. PUBLIC SERVICE COMM

A. Description of service (Cont'd)

- 5. A maximum of ten EMLS lines can be associated with any given EMLS trunk.
- 6. Other optional EMLS features are available for EMLS trunks and EMLS lines. These optional features can be found in section 6.2.

B. Rates and charges

Rates for Simulated Facility Group will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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