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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**ADOPTION NOTICE**

(N)

Qwest Communications Company, LLC hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Missouri Public Service Commission by Qwest Communications Corporation.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Qwest Communications Corporation has heretofore filed with said Commission.

---

ISSUED: November 4, 2008

EFFECTIVE: January 30, 2009

ISSUED BY: Jeffrey P. Wirtzfeld  
Regional Director – Public Policy  
1801 California Street  
Denver, CO 80202

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**FILED**  
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TN-2009-0168; JC-2009-0323

**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

---

**TERMS, CONDITIONS, RATES AND CHARGES**

Applying to the provision of

**LOCAL EXCHANGE SERVICES**

in the State of

**MISSOURI**

**AS OF JANUARY 30, 2009, QWEST COMMUNICATIONS COMPANY, LLC ADOPTS IN ITS ENTIRETY WITHOUT CHANGE TO PROCESSES, OFFERINGS, RATES, TERMS OR CONDITIONS THIS TARIFF, MISSOURI PSC No. 5, FROM ITS PREDECESSOR, QWEST COMMUNICATIONS CORPORATION.**

(N)  
|  
(N)

**THIS TARIFF, QWEST COMMUNICATIONS COMPANY, LLC COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF No. 5, SUPERCEDES IN ITS ENTIRETY THE QWEST COMMUNICATIONS CORPORATION ACCESS SERVICES TARIFF No. 3.**

(C)

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**TERMS, CONDITIONS, RATES AND CHARGES**

Applying to the provision of

**LOCAL EXCHANGE SERVICES**

in the State of

**MISSOURI**

**THIS TARIFF, QWEST COMMUNICATIONS CORPORATION COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF NO. 5, SUPERCEDES IN ITS ENTIRETY THE QWEST COMMUNICATIONS CORPORATION ACCESS SERVICES TARIFF NO. 3.**

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ISSUED BY: Jeffrey P. Wirtzfeld  
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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

**1. APPLICATION AND REFERENCE**

**1.1 APPLICATION OF TARIFF**

This Tariff contains the regulations, terms, conditions, rates and charges applicable to intrastate exchange and network services and equipment furnished by Qwest Communications Company, LLC, hereinafter referred to as the Company, within the state of Missouri. (C)

**1.1.1 WAIVERS**

Qwest Communications Company, LLC is classified as a competitive telecommunications company. Application of the following statutes and regulatory rules shall be waived: (C)

Statutes

392.210.2	Uniform System of Accounts	
392.240.1	Just and Reasonable Rates	(N)
392.270	Ascertain Property Values	(T)
392.280	Depreciation Accounts	
392.290	Issuance of Securities	
392.300	Transfer of Assets and Acquisition of Stock	(C)
392.310	Issuance of Stock and Debt	(T)
392.320	Stock Dividend Payment	
392.330	Issuance of Securities, Debts and Notes	(T)
392.340	Reorganization(s)	

Commission Rules

4 CSR 240-3.550(4)	Held Order Records	(N)
4 CSR 240-3.550(5)(A)	Quality of Service Reports	(N)
4 CSR 240-10.020	Depreciation Fund Income	
4 CSR 240-30.040	Uniform System of Accounts	
4 CSR 240-32.050(4)(B)	White pages distribution -- partial exemption -- St. Louis and Kansas City metropolitan areas -- When AT&T Missouri does not automatically deliver a directory to the Company's subscribers, the Company may instruct its end-user customers to (a) contact the Company for a copy of the directory, and the Company will forward the request to AT&T; or, alternatively, (b) contact AT&T directly for a copy of the directory.	(N) (D)

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CA-2011-0263; YC-2011-0414

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**


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**1. APPLICATION AND REFERENCE****1.1 APPLICATION OF TARIFF**

This Tariff contains the regulations, terms, conditions, rates and charges applicable to intrastate exchange and network services and equipment furnished by Qwest Communications Corporation, hereinafter referred to as the Company, within the state of Missouri.

**1.1.1 WAIVERS**

Qwest Communications Corporation is classified as a competitive telecommunications company. Application of the following statutes and regulatory rules shall be waived:

Statutes

392.210.2	Uniform System of Accounts
392.270	Valuation of Property (Ratemaking)
392.280	Depreciation Accounts
392.290	Issuance of Securities
392.300.2	Acquisition of Stock
392.310	Stock and Debt Issuance
392.320	Stock Dividend Payment
392.340	Reorganization(s)
392.330, RSMo Supp. 1999	Issuance of Securities, Debts and Notes

Commission Rules

4 CSR 240-10.020	Depreciation Fund Income
4 CSR 240-30.040	Uniform System of Accounts
4 CSR 240-35	Reporting of Bypass and Customer-Specific Arrangements

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

---

**1. APPLICATION AND REFERENCE**

**1.1 APPLICATION OF TARIFF**

**1.1.1 WAIVERS (Cont'd)**

Commission Rules

(N)

4 CSR 240-32.060	Engineering and Maintenance
4 CSR 240-32.070	Quality of Service
4 CSR 240-32.080	Service Objectives and Surveillance Levels
4 CSR 240-33.040 (1-3) and (5-10)	Billing and Payment Standards
4 CSR 240-33.045	Customer Bills
4 CSR 240-33-080(1)	Company Name for Billing Disputes
4 CSR 240-33-130(1) and (4-5)	Operator Service

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

**1. APPLICATION AND REFERENCE**

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Missouri PSC No. 5  
Section 1  
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Cancels Original Sheet 4

**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

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**1. APPLICATION AND REFERENCE**

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4.2 <i>QWEST LOYAL ADVANTAGE (QLA)</i> .....	2

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.2 TABLE OF CONTENTS (Cont'd)**

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**1. APPLICATION AND REFERENCE**

**1.2 TABLE OF CONTENTS (Cont'd)**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

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Business Basic Local Voice Service .....	5
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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX (Cont'd)**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX (Cont'd)**

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**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX (Cont'd)**

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**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX (Cont'd)**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**


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**1. APPLICATION AND REFERENCE****1.4 TARIFF FORMAT****1.4.1 LOCATION OF MATERIAL**

- A. Section 1 provides the following for all of the sections in this Tariff.
- Subject Index - an alphabetical listing to find the desired section.
  - Table of Contents - a numerical listing to find the desired section and page.
- B. Obsolete Service Offerings

Obsolete service offerings will be identified in the Tariff by adding 100 to the current section number, i.e., obsolete items from Section 5, Switched Exchange Services, will be found in Section 105, Obsolete Switched Exchange Services. This section is then filed behind Section 5.

**1.4.2 OUTLINE STRUCTURE**

The Tariff uses nine levels of indentations known as Tariff Information Management (TIM) Codes, as outlined below:

<b>LEVEL</b>	<b>APPLICATION</b>	<b>EXAMPLE</b>
1	Section Heading	<b>1. APPLICATION AND REFERENCE</b>
2	Sub Heading	<b>1.4 TARIFF FORMAT</b>
3	Sub Heading	<b>1.4.1 LOCATION OF MATERIAL</b>
4	Sub Heading/Tariff Text	A. Text
5	Sub Heading/Tariff Text	1. Text
6	Sub Heading/Tariff Text	a. Text
7	Sub Heading/Tariff Text	(1) Text
8	Sub Heading/Tariff Text	(a) Text
9	Footnotes	[1] Text

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.4 TARIFF FORMAT (Cont'd)**

**1.4.3 RATE TABLES**

Within rate tables, four types of entries are allowed:

- Rate Amount

The rate amount indicates the dollar value associated with the service.

- A dash "-"

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- A footnote designator "[1]"

The footnote designator indicates that further information is contained in a footnote.

- ICB

The acronym "ICB" indicates that the product/service is rated on an individual case basis.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**1. APPLICATION AND REFERENCE**

**1.5 EXPLANATION OF CHANGE SYMBOLS**

<b>SYMBOL</b>	<b>EXPLANATION</b>
(C)	To signify changed regulation
(D)	To signify discontinued rate or regulation
(I)	To signify increase to a customer's bill
(M)	To signify matter relocated from one page to another without change
(N)	To signify new rate or regulation
(R)	To signify reduction in customer's bill
(T)	To signify a change in text but no change in rate or regulation

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**1. APPLICATION AND REFERENCE**

**1.6 EXPLANATION OF ABBREVIATIONS**

CO	-	Central Office
Cont'd	-	Continued
CPE	-	Customer Premises/Provided Equipment
DS1	-	Digital Signal 1
DS3	-	Digital Signal 3
DWDM	-	Dense Wave Division Multiplexing
ICB	-	Individual Case Basis
LATA	-	Local Access and Transport Area
MOE	-	Metro Optical Ethernet
MRC	-	Monthly Recurring Charge
NPA	-	Numbering Plan Area
NRC	-	Nonrecurring Charge
PIC	-	Primary Interexchange Carrier
PSAP	-	Public Service Answering Point
QCC	-	Qwest Communications Corporation
QMPL	-	Qwest Metro Private Line (QMPL)
TSP	-	Telecommunications Service Priority
V & H	-	Vertical and Horizontal

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**1. APPLICATION AND REFERENCE**

**1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES**

Marks are identified in text throughout this document in all caps and italics, e.g., *QWEST*.

<b>MARK</b>	<b>OWNER</b>
QWave®	Qwest Communications International Inc.
QWEST®	Qwest Communications International Inc.
Qwest Loyal Advantage™	Qwest Communications International Inc.
Qwest Total Advantage®	Qwest Communications International Inc.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.1 DEFINITIONS**

Accessories

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to, the communications path of the telecommunications system.

Authorized User

A person, firm, corporation or other entity that either is authorized by the customer to use local exchange services or is placed in a position by the customer, either through acts or omissions, to use local exchange services.

Company

Refers to Qwest Communications Corporation, which is the issuer of this Tariff.

Contractual Service Agreement

Each Contractual Service Agreement is an individually negotiated contract offering tailored to meet the telecommunications needs of the customer(s) for whom the offering was designed. Each Contractual Service Agreement contains a service, or combination of services, and includes supplemental terms and conditions, including without limitation, prices, waivers and alternative pricing structure based upon volume, term, utilization and other needs related to the provision and receipt of telecommunication service(s) under this Tariff: Special provisioning flexibility; special network monitoring; special outage credit provisions; special "turnkey" operation; and other specially developed features, functionalities or undertakings. A Contractual Service Agreement may also address, or be responsive to special competitive conditions that exist at the time a Contractual Service Agreement is agreed to between the Company and a customer.

Unless otherwise specifically provided for under each Option set forth in this Tariff, each Option is available to all similarly situated customers and will be provided pursuant to the identical or substantially similar terms and conditions.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING****2.1 DEFINITIONS (Cont'd)**Contributory Services

Those services that contribute towards the overall commitment but are not discountable according to the master discount schedule (ie. Qwest Total Advantage). By contributing towards the overall commitment level, these services will increase the discount level that is applied to the Discount Eligible category of services under the contract. These services will continue to receive discounts as designated in individual service contracts. Contribution levels will be based on Monthly Recurring Charges (MRCs) for these services.

CPE

Customer-Provided Equipment (CPE) Telecommunication devices, equipment, and associated wiring located on the customer's side of the protector/Standard Network Interface (SNI).

Customer

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency or other entity to whom the Company agrees to furnish communications service under the provisions and regulations of this Tariff.

Deposit

Any payment held as security for future payment or performance to be returned after the customer establishes a record of satisfactory credit.

Discount Eligible Service

Discount Eligible Services contribute toward the overall commitment level (ie. Qwest Total Advantage). Discount eligible products that bill on the same billing system can aggregate towards predetermined discount levels, meaning the more spent on this common group of products, the higher the customer's discount will be. Contribution levels will be based on monthly recurring charges (MRCs), counted towards the contract commitment levels and receive term and volume discounts where applicable.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.1 DEFINITIONS (Cont'd)**

Grandfathered Service

Service that is no longer offered to new applicants, but may continue for existing customers who had the service prior to a specific date.

Individual Case Basis (ICB)

A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the customer's situation for a specific service application.

Nonrecurring Charges (NRC)

The one-time charges for services or facilities, including but not limited to charges for construction, installation, administrative or special fees, for which the customer becomes liable at the time the Service Order is made or executed.

Presubscription-2

An arrangement whereby a customer may select and designate to the Company any Exchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC-2).

Recurring Charges (MRC)

The monthly charges to the customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING****2.1 DEFINITIONS (Cont'd)**Service Address

The service address is the location where the customer receives the Company provided service.

Service Commencement Date

The first day following the date on which the Company notifies the customer that the requested service or facility is available for use, unless extended by the customer's refusal to accept service which does not conform to standards set forth in the Service Order or this Tariff, in which case the Service Commencement Date is the date of the customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date. A customer may not unreasonably refuse to accept service.

Standard Network Interface

The point of connection between the customer and the Company's services which are located at the customer's premises at a place deemed necessary by the Company in order to insure transmission quality and which is readily accessible to the customer.

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

Termination Charge

The nonrecurring charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.2 UNDERTAKING OF THE COMPANY**

**2.2.1 SCOPE**

- A. The Company does not undertake to transmit messages under this Tariff.
- B. The Company shall be responsible only for the installation, operation and maintenance of the services, which it provides.
- C. The Company will, for maintenance purposes, test its services only to the extent necessary to detect and/or clear troubles.
- D. Services are provided 24 hours daily, seven days per week, except as set forth in other applicable sections of this Tariff.
- E. The Company does not warrant that its facilities and services meet standards other than those established for the service.

**2.2.2 LIMITATIONS**

- A. Services are offered subject to the availability of facilities and the provisions of this Tariff.
- B. The customer may not assign or transfer the use of services provided under this Tariff without the prior written consent of the Company.
- C. The customer may not, nor may the customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon written consent of the Company.
- D. The customer has no property right in the telephone number nor any right to continuance of service through any particular Central Office (CO), and the Company may change the telephone number or CO designation of a customer whenever it considers it desirable in the conduct of its business.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.2 UNDERTAKING OF THE COMPANY (Cont'd)**

**2.2.3 LIABILITY OF THE COMPANY**

- A. The Company shall be indemnified and held harmless by any subscriber, user or by any other entity against claims for libel, slander or the infringement of copyright arising from the material transmitted over its services; and against all other claims arising out of any act or omission of a subscriber or of any other entity in connection with the services provided by the Company.
- B. The Company is not liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the services of the Company.
- C. The Company shall not be liable for any personal injury, or death of any person or person, and for any loss or damage sustained by reason of acts, mistakes, omissions, errors or defects in providing its services, whatever shall be the cause which is not the direct result of the Company's gross negligence or willful misconduct.
- D. Except as otherwise provided herein, no liability for indirect, incidental or consequential damages shall attach to the Company, its agents, servants or employees, for damages or costs arising from errors, mistakes, omissions, interruptions, failures, delays, or defects or malfunctions of equipment or facilities, in the course of establishing, furnishing, maintaining, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the customer or users of the service or facilities) in the absence of willful and wanton conduct or gross negligence, whether a claim for such liability is premised upon breach of contract, breach of warranty, fulfillment of warranty, negligence, strict liability, misrepresentation, fraud, or any other theories of liability.
- E. The Company shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, acts or omissions of other telecommunications carriers or service providers, and any law, order, regulation or other action of any governing authority or agency thereof.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.2 UNDERTAKING OF THE COMPANY**

**2.2.3 LIABILITY OF THE COMPANY (Cont'd)**

- F. The Company shall not be liable to a customer or service user or any other person, firm, entity, for any failure to perform its obligations under this Tariff due to any cause or causes beyond its reasonable control, which is not the direct result of the Company's gross negligence or willful misconduct.
- G. The remedies set forth herein shall not be exclusive and the Company at all times shall be entitled to all rights available to it under either law or equity.

**2.2.4 SPECIAL TAXES, FEES, CHARGES**

- A. Any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its local exchange customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company, or may require collection of such taxes, fees and charges by the Company.
- B. The customer is responsible for the payment of any sales, use, gross receipts, excise or other local, state and Federal taxes, charges or surcharges, however designated, excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. The Company will itemize taxes and surcharges as separate line items on the customer's bill. All charges other than taxes and franchise fees will be submitted to the Commission for prior approval.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.2 UNDERTAKING OF THE COMPANY**

**2.2.4 SPECIAL TAXES, FEES, CHARGES (Cont'd)**

C. Missouri Universal Service Fund

The Company will place on each retail end user's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Missouri Public Service Commission. The surcharge will appear as a separate line item detailed on the customer's bill. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

D. Missouri Telecommunications Relay Service Fee

This monthly fee is applied to all local access lines or arrangements to recover the costs associated with the provision of Telecommunications Relay Service (TRS) to hearing-impaired customers. The rate charged will be the rate authorized by the Missouri Public Service Commission.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING****2.3 ESTABLISHING AND FURNISHING SERVICE****2.3.1 APPLICATION FOR SERVICE****A. Refusal**

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously furnished, until the indebtedness is satisfied. The Company may refuse to furnish or may deny service to any person, business or entity on whose premises exists any telecommunications related facility which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining service without payment of the charges applicable to the service rendered. The Company may refuse to offer service where, in the Company's judgment, a service cannot reasonably be made available to a customer.

**B. Cancellations and Deferments**

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 calendar day grace period. If after 30 calendar days the customer still has not accepted service, the customer will be contacted and regular monthly billing for the ordered service shall begin if the customer requests that facilities continue to be held for their future use. Otherwise the facilities will be released for other service order activity, and cancellation charges (nonrecurring charges that would have applied had the service been installed) shall be applied.

**C. Use of Service****1. Limitation on Use**

Service is furnished to the customer for use only by the customer or by employees or representatives of the customer or by other users authorized by the customer.

When the general service to the public is impaired or in the Company's opinion is reasonably likely to be impaired by a customer's use of exchange service, the Company shall have the right to require the customer to contract for and properly maintain as many additional access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.3.2 OBLIGATION TO FURNISH SERVICE**

- A. Facilities and lines furnished by or through the Company on the premises of a customer, authorized user or agent of the customer are the property of the Company and are provided upon the condition that such facilities and lines must be installed, relocated, rearranged and maintained by the Company, and that the Company's employees and agents may enter said premises at any reasonable hour to test and inspect such facilities and lines in connection with such purposes, or upon termination or cancellation of the service, to remove such facilities and lines.
- B. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
- C. The Company's obligation to furnish service or to continue to furnish service is dependent on the customer's prompt payment record with the Company and its actual payments for existing service. For a new customer, it is based on credit worthiness, which will be determined in an equitable and nondiscriminatory manner.

**2.3.3 LIMITED COMMUNICATION**

The Company reserves the right to limit use of communication services when emergency conditions cause a shortage of facilities.

**2.3.4 PAYMENT ARRANGEMENTS**

The customer is responsible for payment of all charges for services furnished by the Company to the customer and/or authorized users. This responsibility is not changed by virtue of any use, misuse, or abuse of the customer's service or customer-provided equipment or facilities by third parties, including, without limitation, the customer's employees or the public.

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.3.5 SPECIAL SERVICES**

**A. Work On Customer's Premises**

It is contemplated that all work on customers' premises can be performed during regular working hours. If a customer requests that work be performed during hours which results in overtime or premium rates of pay, a charge may apply in addition to other rates and charges which may be applicable, based on the amount of overtime or premium time required, as determined on an individual case basis.

It is also contemplated that all installation, removals, service connections, moves and changes requested by a customer be performed without the Company incurring unusual costs. If a customer requests that work be performed in a special manner or at a special time which results in unusual costs, a charge equal to the amount of unusual costs may apply in addition to other applicable rates and charges, as determined on an individual case basis.

**B. Special Arrangements**

1. The rates and charges quoted in this Tariff contemplate the use of standard arrangements, that is, the arrangement normally used by the Company to provide the type of service involved.
2. For special service arrangements to be provided by this Company, and not specifically covered in this Tariff, including but not limited to services, features, and combinations of services and features not normally offered or combined, monthly rates and the one-time charges, such as installation, nonrecurring and construction charges will apply based on the circumstances in each case. (T)  
(T)
3. These special equipment and service items will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested. In such cases, the Company reserves the right to require an initial contract period longer than one (1) month at the same location.
4. The rates, terms and conditions for these Special Arrangements offerings will be established on an individual case basis. (N)  
(N)

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING****2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)****2.3.5 SPECIAL SERVICES****A. Work On Customer's Premises**

It is contemplated that all work on customers' premises can be performed during regular working hours. If a customer requests that work be performed during hours which results in overtime or premium rates of pay, a charge may apply in addition to other rates and charges which may be applicable, based on the amount of overtime or premium time required, as determined on an individual case basis.

It is also contemplated that all installation, removals, service connections, moves and changes requested by a customer be performed without the Company incurring unusual costs. If a customer requests that work be performed in a special manner or at a special time which results in unusual costs, a charge equal to the amount of unusual costs may apply in addition to other applicable rates and charges, as determined on an individual case basis.

**B. Special Arrangements**

1. The rates and charges quoted in this Tariff contemplate the use of standard arrangements, that is, the arrangement normally used by the Company to provide the type of service involved.
2. For special service arrangements to be provided by this Company, and not specifically covered in this Tariff, monthly rates and the one-time charges, such as installation, nonrecurring and construction charges will apply based on the circumstances in each case.
3. These special equipment and service items will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested. In such cases, the Company reserves the right to require an initial contract period longer than one (1) month at the same location.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**


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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING****2.3 ESTABLISHING AND FURNISHING SERVICE****2.3.5 SPECIAL SERVICES (Cont'd)**

## C. Special Promotions

The Company may, from time to time, offer promotional programs for its services which may include waiving or reducing the applicable rates and charges for the promoted service. The promotional offerings may be limited as to the duration, the date, and times of the offerings and the locations where the offerings are made or other reasonable limitations. The Company may also offer incentives, benefits or gifts to customers to encourage the purchase or retention of any such service or product. The Company will provide tariff notification to the Commission prior to the commencement of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. The Company will offer all promotions in a nondiscriminatory manner.

## D. Trials

The Company may offer, from time to time, limited trials for services which may include the waiving or reducing of all rates and charges for the service that is the subject of the trial and for services that are provided as part of the trial. Trials will be intended to test new potential services or new marketing approaches for services. The location, duration, date and times of a trial may be limited by the Company. The Company may terminate such trials in its reasonable discretion.

## E. Customer Specific Pricing Plan Services

Customer Specific Pricing Plan Services are for the provision of dedicated, non-switched, private line and special access services and for central office-based switching systems which substitute for customer premise, private branch exchange (PBX) (i.e. Centrex) services. Customer Specific Pricing Plan Services are also for any business service offered in an exchange in which basic local telecommunications service offered to business customers by incumbent local exchange carriers has been declared competitive.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.3.6 TERMINATION OF SERVICE**

A. Initial Service Periods

1. The initial service period for service and facilities is one month (30 days), except as otherwise specified.
2. Initial service periods for service or facilities of any class will be greater than those specified herein whenever that is required in order for the Company to protect itself from making an unwarranted investment because the customer's location or the character of the service required is such that upon termination of the customer's contract the facilities which have been constructed or installed to render the service are not likely to be useful for furnishing service to any other customer.
3. Service may be terminated prior to the expiration of the initial service period upon payment of all charges due for service which has been furnished plus the termination charges as specified in this Tariff, or in the terms of the service agreement. In the case of service for which the initial period is one month, the charges due are for the balance of the month.

B. Termination Liability/Waiver Policy

Services provided via service agreements may include the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy as described in the Tariff.

1. Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% percent of the total monthly rates for the service provided under the terms of the customer's service agreement, unless otherwise specified.
2. Minimum Service Period is the period of time that the factor of the Termination Liability Charge would apply.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE**

**2.3.6 TERMINATION OF SERVICE**

**B. Termination Liability/Waiver Policy (Cont'd)**

3. If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage of 50% or the rate specified in the service agreement, for the remaining term of the agreement.[1]
4. If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.
5. Waiver Policy

A termination charge will be waived when the customer discontinues their contracted service(s), provided all of the following conditions are met:

- The customer signs a new service agreement for any other Company provided service(s);
- Both the existing and the new service(s) are provided solely by the Company;
- The order to discontinue the existing service(s) and the order to establish the new service(s) are received by the Company at the same time;
- The new service(s) installation must be completed within thirty calendar days of the disconnection of the old service(s), unless the installation delay is caused by the Company;

[1] For example: Customer disconnecting in month 12 of a 36 month agreement with MRC of \$100. Termination charge is \$100 (minimum billing level) x 24 months (minimum service period) x 50% (Termination Liability Percentage) = \$1,200.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE**

**2.3.6 TERMINATION OF SERVICE**

B.5. (Cont'd)

- The total value of the new service agreement(s), excluding any special construction charges and any other nonrecurring charges, is equal to or greater than 100% of the remaining value of the existing agreement(s);
- A new minimum service period goes into effect when the new service agreement term begins;
- The customer agrees to pay any previously billed, but unpaid recurring, and any outstanding nonrecurring charges. The charges cannot be included as part of the new service agreement;
- All applicable nonrecurring charges will be assessed for the new contracted service(s).

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.3.7 TERMINATION OF SERVICE – COMPANY INITIATED**

A. The Company may terminate service, with notice, for the following reason:

1. Nonpayment

a. Any sum due the Company beyond the payment due date.

B. The Company may disconnect without notice for the following reasons:

1. Fraudulent Service

If the Company determines service was obtained fraudulently or without the authorization of the Company or is being used for, or suspected of being used for, fraudulent purposes.

2. If a safety condition exists that is immediately dangerous or hazardous to life, physical safety, or property.

3. Upon order by an appropriate court, the Commission or any other duly authorized public authority.

4. If service, having been properly disconnected, has been restored by someone not authorized by the Company and the original cause for disconnect has not been cured.

5. Violation of any Commission rule or effective tariff(s) that may adversely affect the safety of any person or the integrity of the Company's service.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE**

**2.3.7 TERMINATION OF SERVICE – COMPANY INITIATED**

B. (Cont'd)

6. Failure to comply with municipal ordinances or other laws pertaining to telecommunications service that may adversely affect the safety of any person or the integrity of the Company's service.
7. Failure of the customer to permit the Company reasonable access to its facilities or equipment.

C. Nonrecurring Charge for Restoration of Service

A reconnection fee per occurrence may be charged when service is re-established for customers who have been suspended for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. If a customer's premises visit is required, an additional fee may be charged.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.3.8 INTERRUPTION OF SERVICE**

- A. After an interruption or outage of local service of more than 24 hours, the Company shall refund a portion of the monthly charge for the number of days without service.
- B. The allowance described above is not applicable when service is interrupted by the negligence or willful act of the customer to service or where the Company, under the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for another reason provided for in the filed and effective tariff.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.4 PAYMENT FOR SERVICE**

**2.4.1 CUSTOMER RESPONSIBILITY**

The customer is responsible for payment of all charges for facilities and services furnished to the customer, including charges for services originated, terminated, or accepted, at such facilities.

**2.4.2 PAYMENT OF BILLS**

A. Charges Due

Charges for local exchange service and facilities are billed in advance. Payment is due as required by statute or state administrative rules. All bills are payable by any means mutually acceptable to the customer and the Company. Failure to receive a bill does not exempt the customer from prompt payment of their account. The customer is held responsible for all charges for local exchange service and facilities furnished at the customer's request.

The Company shall utilize credit policies and reasonable and equitable methods in its debt collection practices as specified by state and federal government regulations.

B. Returned Payment Charge

A returned payment charge in the amount of \$25.00, or a lesser amount as permitted by state rule or law, may apply to the customer's account for each occasion that a check, bank draft, or an electronic funds transfer item is returned to the Company for the reason for insufficient funds or no account.

C. Late Payment Charge

1. Billing will be payable upon receipt. Amounts not paid within 30 days after the invoice is rendered will be considered past due. A late payment charge not to exceed the rate of 1.50% per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law), may accrue upon any unpaid amount commencing five days after the date the payment is past due.

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.4 PAYMENT FOR SERVICE**

**2.4.2 PAYMENT OF BILLS**

C. Late Payment Charge (Cont'd)

- 2. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.

D. Notice of Suspension

In the event it becomes necessary for service to be discontinued to a customer for nonpayment, a written notice will be given advising the customer of the amount due and the date by which the same must be paid. If the customer fails to pay or make suitable arrangements for payment by said due date, the Company may suspend the service or discontinue the service and remove any or all of its equipment from the customer's premises.

E. Duplicate Bill Charge

In the event a customer requests a reprint of a monthly bill that is greater than six months old, a duplicate bill charge may apply.

**CHARGE**

- Business, per account
  - Reprint on paper, per bill \$5.00

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**2. GENERAL REGULATIONS – CONDITIONS OF OFFERING**

**2.4 PAYMENT FOR SERVICE (Cont'd)**

**2.4.3 CUSTOMER DEPOSITS AND ADVANCE PAYMENTS**

A. Deposits From Applicants for Service and Present Customers

1. Any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to provide a deposit to the Company, pursuant to the provisions in state rules. The deposit will bear interest, as required by state laws or regulations.
2. The payment of a deposit shall in no way relieve the applicant or customer from complying with the Tariff rules and regulations for the prompt payment of bills on presentation.

B. Advance Payment

To safeguard its interests, the Company may require the customer to make an advance payment before services and facilities are furnished. The amount of the advance payment will be determined on a case by case basis and will conform to applicable commission regulations.

**2.4.4. BILLING DISPUTES**

The customer is responsible for notifying the Company by written notice, in person, or by a telephone message of any charges in dispute and the specific basis of such dispute. All charges not in dispute shall be paid by the customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

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**3. SERVICE CHARGES****3.1 MISCELLANEOUS NONRECURRING CHARGES****3.1.1 NONRECURRING CHARGES**

## A. Description

A nonrecurring charge is a one-time charge associated with a given service or item of equipment made under certain conditions to customer-initiated requests to install, move, or change telephone service.

Nonrecurring charges, where applicable, are specified with services as stated in each section of this Tariff unless otherwise specified or included in this Section.

## B. Rates and Charges

## 1. Nonrecurring charges apply to:

- a. Establish or change billing name responsibility subsequent to the initial installation of service and is in addition to directory listing charges, if applicable.

**CHANGE OF RESPONSIBILITY  
CHARGE**

- Per service order \$42.00

- b. Move telephone service from one location, address, suite, or premise, to another.

**CHANGE  
CHARGE**

\$42.00

- c. Change of telephone number initiated by customer.

**CHANGE OF NUMBER  
CHARGE**

- Each \$30.50

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**3. SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES**

**3.1.1 NONRECURRING CHARGES**

A. Rates and Charges (Cont'd)

2. Nonrecurring charges do not apply to:
  - a. Move or change a customer's telephone service if required or initiated by the Company.
  - b. Install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
  - c. The "from" portion of work involved in a transfer of service from one premises to another.
  - d. Change a customer's mailing address.
  - e. Move a drop for Company initiated maintenance reasons.

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**3. SERVICE CHARGES****3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)****3.1.2 PRESUBSCRIPTIONS-2 (PIC-2)**

PIC-2 allows customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified below will apply each time the Customer requests a change to their intraLATA PIC, subsequent to the initial designation. InterLATA Presubscription is available pursuant to QCC's Rates and Services Schedule Interstate No. 3.

	<b>NONRECURRING CHARGE</b>
• PIC Change Charge, per line, per occurrence	\$5.00

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.1 *QWEST TOTAL ADVANTAGE***

A. General Description

As applied in this Tariff, *QWEST TOTAL ADVANTAGE* is a suite of intraexchange business communications services offering flat rates based on term and minimum usage commitments. *QWEST TOTAL ADVANTAGE* is designed for new businesses with monthly revenue between \$500.00 to \$75,000.00 or annual revenue between \$12,000.00 to \$900,000.00 of Contributory and Discount Eligible Services. It is available on a month-to-month basis, one-year, two-year, or three-year term commitments in a Service Agreement negotiated on an individual case basis.

B. Rates, Terms, and Conditions

*QWEST TOTAL ADVANTAGE* intraexchange services are governed by the same rates, terms, and conditions contained in the Qwest Communications Corporation Missouri Tariff No. 1, for Interexchange Telecommunications Services.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.2 *QWEST LOYAL ADVANTAGE***

A. General Description

As applied in this Tariff, *QWEST LOYAL ADVANTAGE* is a suite of intraexchange communications services designed for government agencies offering rates based on term commitments. It is available on a month-to-month basis, one-year, two-year, or three-year term commitments in a Service Agreement negotiated on an individual case basis.

B. Rates, Terms, and Conditions

*QWEST LOYAL ADVANTAGE* intraexchange services are governed by the same rates, terms, and conditions contained in the Qwest Communications Corporation Missouri Tariff No. 1, for Interexchange Telecommunications Services.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.3 FEDERAL GOVERNMENT SERVICE AGREEMENTS**

These contracts are for the use of all authorized Federal agencies; authorized Federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local, and tribal Governments, and other organizations. All organizations listed in General Services Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

A. Network Universal Services

The services provided under the Network Universal contractual agreement, as well as the rates and charges for those services, are set forth in the contract found at the following URL link:

<http://www.qwest.com/networx/contract/universal>

(T)

B. Business Voice Services

1. In addition to the local Business Voice Services offering established and agreed to in these contractual agreements, Business Voice Local Service Access Arrangements can be purchased on a standalone basis or in combination with one or any combination of available features.
2. The rates, terms and conditions for these Business Voice Local Service offerings will be established on an individual case basis.
  - a. Access Arrangements
    - Individual Flat Rate Lines
    - Private Branch Exchange (PBX) Trunks
    - Integrated Services Digital Network Basic Rate Interfaces (ISDN BRI)
    - ISDN Primary Rate Interfaces (ISDN PRI)
    - Digital T-1

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.3 FEDERAL GOVERNMENT SERVICE AGREEMENTS**

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These contracts are for the use of all authorized Federal agencies; authorized Federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local, and tribal Governments, and other organizations. All organizations listed in General Services Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

A. Network Universal Services

The services provided under the Network Universal contractual agreement, as well as the rates and charges for those services, are set forth in the contract found at the following URL link:

<http://www.qwest.com/networx/>

B. Business Voice Services

1. In addition to the local Business Voice Services offering established and agreed to in these contractual agreements, Business Voice Local Service Access Arrangements can be purchased on a standalone basis or in combination with one or any combination of available features.
2. The rates, terms and conditions for these Business Voice Local Service offerings will be established on an individual case basis.
  - a. Access Arrangements
    - Individual Flat Rate Lines
    - Private Branch Exchange (PBX) Trunks
    - Integrated Services Digital Network Basic Rate Interfaces (ISDN BRI)
    - ISDN Primary Rate Interfaces (ISDN PRI)
    - Digital T-1

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.3 FEDERAL GOVERNMENT SERVICE AGREEMENTS**

**B. Business Voice Services (Cont'd)**

**b. Features**

- Call Forwarding - Busy Line
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding - Don't Answer
- Call Forwarding - Variable
- Call Transfer
- Call Waiting
- Caller Identification Blocking
- Caller Identification - Number or Caller Identification - Name and Number
- Hunting (Series or Multi-Line)
- Remote Access Forwarding
- Speed Calling - 8 Number
- Three-Way Calling
- one basic directory listing in business white pages and/or yellow pages per service location
- Voice-Mail with Message Notification

**c. Additional ISDN PRI Features and Capabilities**

- Clear Channel
- T1/PRI Reconfiguration
- System Intercommunication Service
- Network Ring Again
- Network Name Display
- Circuit-Switched Data Connection
- 2B Channel Transfer
- ISDN Calling Name Delivery
- ISDN Redirecting Number Delivery

**C. Network Enterprise Services**

The services provided under the Network Enterprise contractual agreement, as well as the rates and charges for those services, are set forth in the contract found at the following URL link:

<http://www.qwest.com/networx/contract/enterprise>

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**4. CONTRACTUAL SERVICE AGREEMENTS**

**4.3 FEDERAL GOVERNMENT SERVICE AGREEMENTS**

B. Business Voice Services (Cont'd)

(N)

b. Features

- Call Forwarding - Busy Line
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding - Don't Answer
- Call Forwarding - Variable
- Call Transfer
- Call Waiting
- Caller Identification Blocking
- Caller Identification - Number or Caller Identification - Name and Number
- Hunting (Series or Multi-Line)
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- Speed Calling - 8 Number
- Three-Way Calling
- one basic directory listing in business white pages and/or yellow pages per service location
- Voice-Mail with Message Notification

c. Additional ISDN PRI Features and Capabilities

- Clear Channel
- T1/PRI Reconfiguration
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- Network Ring Again
- Network Name Display
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- ISDN Calling Name Delivery
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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**


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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS**

The Company's exchanges and local calling areas are the same as those shown in the tariffs of the Incumbent Local Exchange Carriers (ILECs) that serve the same exchanges as the Company. The Company shall provide service in the exchanges where facilities are available.

**5.1.1 LOCAL CALLING AREAS**

In addition to the serving exchange, the local calling area includes Extended Area Service (EAS) as shown in the tariffs of the Incumbent Local Exchange Carriers. EAS provides non-optional two-way interexchange telecommunications service between two or more exchanges without toll charges. Charges for EAS are included in the rates for Local Exchange Service as provided in 5.2, of the Competitive Local Exchange Carrier Price List No. 5, following.

**A. Southwestern Bell Telephone Company Territory**

Antonia	Fulton
Archie	Grain Valley
Ash Grove	Gravois Mill
Billings	Gray Summit
Bonne Terre	Greenwood
Boonville	Hannibal
Camdenton	Harvester
Cape Girardeau	Herculaneum-Pevely
Carthage	High Ridge
Cedar Hill	Hillsboro
Chaffee	Imperial
Chesterfield	Jackson
Chillicothe	Joplin
Clever	Kansas City
DeSoto	Kennett
Dexter	Kirksville
Eldon	Lake Ozark-Osage Branch
Eureka	Linn
Excelsior Springs	Manchester
Farley	Marble Hill
Farmington	Marionville
Fenton	Marshall
Festus-Crystal City	Maxville
Flat River	Mexico
Fredericktown	Moberly

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.1 LOCAL CALLING AREAS**

A. Southwestern Bell Telephone Company Territory (Cont'd)

Monett	Smithville
Montgomery City	Springfield
Neosho	St. Charles
Nevada	St. Clair
Pacific	St. Joseph
Perryville	St. Louis
Pond	Ste. Genevieve
Poplar Bluff	Union
Portage Des Sioux	Valley Park
Richmond	Ware
Scott City	Washington
Sedalia	Webb City
Sikeston	

B. Embarq Territory

Ferrelview  
Kearney  
Norborne  
Platte City  
Rolla  
St. Roberts  
Waynesville

**5.1.2 MAPS**

The Company concurs with the maps filed by Southwestern Bell Telephone Company and Embarq (Sprint/United Telephone Company).

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**5. SWITCHED EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

A. General

1. Definition

Local Exchange Service

Local Exchange Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- Place or receive calls to any calling station in the local calling area, including Extended Area Service, as specified in this Tariff;
  - Place or receive calls to/from other stations on or connected to the Public Switched Telephone Network;
  - Access 911/E911 emergency services where available;
  - Access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
  - Access Operator Services;
  - Access Directory Assistance;
  - Place or receive calls to toll-free telecommunications services such as 800/888 telephone numbers;
  - Access Telecommunication Relay Service;
  - Access other services authorized by the State Commission and the Federal Communications Commission.
2. The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g. 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. If the Customer chooses to have their line unblocked, the Customer will be responsible for all charges associated with caller-paid information services.
3. The General Terms and Conditions of this Tariff apply to all exchanges except as otherwise provided herein.
4. Local Exchange Service rates apply for each local exchange access line. All rates include touch-tone.

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**5. SWITCHED EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.1 BUSINESS BASIC LOCAL VOICE SERVICE**

A. Business

Business Basic Local Voice Service is an exchange service which provides a Customer with a single, analog, voice-grade communication channel for telephones, key systems, modems, and other devices to access the Public Switched Telephone Network, for which a specified rate is charged regardless of the amount of local usage. Service is provided on a term basis only. The minimum term is one year.

1. Terms and Conditions

Business Basic Local Voice Service is available to government agencies who enter into a service agreement.

Qwest reserves the right to limit the locations where Business Basic Local Voice Service will be offered.

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**5. SWITCHED EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.1 BUSINESS BASIC LOCAL VOICE SERVICE**

## A. Business (Cont'd)

## 2. Rates and Charges

- a. This service is available only in exchanges where services offered by the incumbent local exchange company have been declared competitive.
- b. Nonrecurring charges, as shown below, apply for the installation, connecting or moving telephone service. See 3.1.1 for application of other nonrecurring charges.
- c. The following charges apply when a Customer chooses to purchase just the Business Basic Local Voice Service:

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business Basic Local Voice Service	ICB	ICB

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**5. SWITCHED EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

A. Description

Services whereby the Company arranges for the handling and appearance of the Customer's main billing telephone number in the directory(ies) provided by the dominant Local Exchange Carrier in the service area and/or in the Qwest Directory Assistance records.

B. Definitions

1. Primary Listing

A Primary Listing contains the name of the person, or firm under which business is regularly conducted, as well as the address and telephone number of the person or firm. This listing is provided as a part of, and is included in the monthly recurring rate for local voice telephone service.

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**5. SWITCHED EXCHANGE SERVICES****5.7 DIRECTORY SERVICES****5.7.1 LISTING SERVICES (Cont'd)**

## C. Terms and Conditions

1. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired.
2. The Company reserves the right to determine the propriety of any listing and may refuse or withdraw any listing upon notification to the Customer.
3. In addition, listings must meet the requirements set forth by the directory publisher. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of the requirements of the directory publisher.
3. In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time for the Company to meet the publishing schedule as set forth by the directory publisher.
4. The Company, in accepting listings will not assume responsibility for the result of the publication of such listing in the directories of the dominant Local Exchange Carrier, nor will the Company be a party to controversies arising between Customers or others as a result of such publication.

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**5. SWITCHED EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

D. Rates and Charges

1. The appropriate nonrecurring charge specified in this section applies to each change in primary listing other than when the Customer moves to a new address.
2. Listing Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Change in Primary Listing	\$8.35	-

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**5. SWITCHED EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES**

**5.8.1 INTERCEPT SERVICES**

A. Description

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service (NNRS)

New Number Referral Service includes all intercept recordings that provide the new number information.

B. Terms and Conditions

1. Intercept services apply to temporary or permanently disconnected numbers, including telephone number changes.
2. Intercept services are offered for periods up to 12 months for business Customers.
3. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.

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**5. SWITCHED EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES**

**5.8.1 INTERCEPT SERVICES (Cont'd)**

C. Rates and Charges

1. The following nonrecurring charges apply to Intercept Services on a per line basis dependent upon the number of months provided.
  - a. Basic Intercept Service is provided at no charge.
  - b. New Number Referral Service is provided at no charge for the primary number. Additional line charges are as follows:

	<b>NONRECURRING CHARGE</b>
<ul style="list-style-type: none"> <li>• Business, per additional line               <ul style="list-style-type: none"> <li>- Twelve months</li> </ul> </li> </ul>	\$20.00

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**6. OPERATOR SERVICES**

**6.1 GENERAL**

- A. This Section sets forth the rates and charges applicable to the Company's local Operator Assisted Service offerings. The total charge for each completed operator assisted call consists of the following charge elements:
1. A one-time fixed operator service charge added to the first minute of each operator service call, which is be dependent on the type of billing selected such as Calling Card or Third Party, and/or the completion restriction selected such as Person-to-Person.
  2. A usage charge dependent on the duration, distance and time of day of the call. The usage charge element is specified as duration, with a minimum charge for each call of one minute, and with fractional minutes of use thereafter counted as full minutes.

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**6. OPERATOR SERVICES**

**6.1 GENERAL (Cont'd)**

**6.1.1 DEFINITIONS OF TERMS**

Automated Collect

Collect Calls that are handled on an automated basis such that they do not require intervention by an attended operator position (i.e., “live” operator) to complete (also known as 0++ Collect Calls).

0++ (Automated)

Calling Card, Collect and Bill to Third Party calls that are handled on an automated basis such that they do not require intervention by an attended operation position (i.e., “live” operator) to complete.

0+- (Partially Assisted)

Calling Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect calls placed by Users dialing 0+ (area code) + (exchange) + (line number). An attended operator position (i.e., “live” operator) is required to obtain the billing information from the User.

0-- (Fully Assisted)

Calling Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect calls placed by Users dialing 0 without also entering a valid (area code) + (exchange) + (line number). An attended operator position (i.e., “live” operator) is required to obtain the (area code) + (exchange) + (line number) as well as the billing information from the User.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**


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**6. OPERATOR SERVICES****6.1 GENERAL****6.1.1 DEFINITIONS OF TERMS (Cont'd)**Operator Assisted Calls

Call requiring assistance for completion, usually by dialing 0+ (area code) + (exchange) + (line number), with all subsequent dialing being performed by Operator Services (0--). The following are examples of calls normally placed in this manner:

- Calling Card Calls

Calls for which charges are not billed to the originating telephone number but, to a telephone calling card issued by either a local exchange or long distance telephone company for this purpose. At the caller's option and depending on the services available at a particular location calling card calls may entail intervention of an attended operation position (i.e., a "live" operator or may be made on an automated basis. The latter are termed Customer Dialed Calling Card Calls for purposes of this Tariff.

- Collect Calls

Calls for which charges are billed not to the originating telephone number but, to the destination or termination telephone number.

- Person-to-Person Calls

Calls which are placed under the stipulation that the caller will speak only to a specific called party.

- Station-to-Station Calls

Calls for which charges are billed to the originating telephone number.

- Third Party Calls

Calls for which charges are billed not to the originating telephone number, but to a third party telephone number that is neither the originating nor the terminating telephone number.

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**6. OPERATOR SERVICES****6.1 GENERAL****6.1.1 DEFINITIONS OF TERMS (Cont'd)**Operator Services

The operators, activities, equipment or services necessary to process Operator Assisted Calls.

Operator Surcharge

A non-usage or fixed charge that is added to a usage charge in calculating the total tariffed charges due for a completed Operator Assisted Call.

Service Area

The Qwest Service Area includes the entire state of Missouri.

Service Offering

The operator assisted services of the Company consist of the provision of collect, approved telephone company calling card, billed to a third number (third party) and Person-to-Person call services provided to Users.

Time Increments

Rates are applied in whole unit increments of 60 seconds.

Time of Day

Rates as follows:

Day	8 AM - 5 PM[1]	Monday through Friday
Evening	5 PM - 11PM[1]	Sunday through Friday
Night/Weekend	11 PM - 8 AM[1]	Sunday through Friday, and all day Saturday
	8 AM - 5 PM[1]	Sunday

[1] To, but not including the times shown.

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**6. OPERATOR SERVICES**

**6.1 GENERAL**

**6.1.1 DEFINITIONS OF TERMS (Cont'd)**

Usage Charge

A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operated Assisted Call.

User

The calling party utilizing the services of the Company and having responsibility for the payment of charges unless that responsibility has been accepted by others, such as in the case of Collect and Bill to Third Party Calls.

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**6. OPERATOR SERVICES****6.1 GENERAL (Cont'd)****6.1.2 TERMS AND CONDITIONS****A. Responsibilities of the User**

1. The User is responsible for payment of the charges set forth in this tariff unless the responsibility for such payment has been accepted by the called party, a third party or a subscriber.
2. The User is responsible for compliance with the applicable regulations set forth in this Tariff.
3. The User is responsible for establishing its identity as often as necessary during the course of a call.
4. The User is responsible for identifying the station, party or person with whom communications is desired and/or made at the called number.

**B. Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. Qwest uses the rate centers and associated vertical and horizontal coordinates that are produced by Telcordia in their NPA-NXX V & H Coordinates Tape and NECA Tariff F.C.C. No. 4.

$$\text{Formula} = \sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**6. OPERATOR SERVICES**

**6.1 GENERAL (Cont'd)**

**6.1.3 BILLING OF CALLS**

A. Collect, Calling Card, and Charge Third Party Calls

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

B. Billing of Calls

Billing of calls placed over the Qwest network is based in part on the duration of the call. Timing of each call begins as specified below and ends when the called party hangs up. Billing is in one-minute increments and no customer will be billed for an uncompleted call.

1. Collect Calls

Timing begins when the called party accepts the responsibility for payment.

2. Person-to-Person Calls (other than collect)

Timing begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.

3. All Other Calls

Timing begins when the switch determines the call has been answered by utilizing standard industry methods generally in use for ascertaining answer and if the call exceeds 18 seconds in duration.

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**6. OPERATOR SERVICES****6.2 OPERATOR SERVICE OFFERINGS****6.2.1 RATES AND CHARGES FOR OPERATOR ASSISTED CALLS**

The following rates and charges are applicable to operator assisted calls processed by the Company.

**A. Operator Surcharges**

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

	<b>CHARGE</b>
Calling Card - Automated (0++)	\$ 4.00
Calling Card - Partially Assisted (0+-)	6.00
Calling Card - Fully Assisted (0--)	6.00
Bill to Third Party - Automated (0++)	4.60
Bill to Third Party - Partially Assisted (0+-)	7.60
Bill to Third Party - Fully Assisted (0--)	7.60
Collect - Automated (0++)	4.60
Collect - Partially Assisted (0+-)	7.60
Collect - Fully Assisted (0--)	7.60
Person-to-Person - Partially Assisted (0+-)	9.00
Person-to-Person - Fully Assisted (0--)	12.00
Station-to-Station - Partially Assisted (0+-)	4.60
Station-to-Station - Fully Assisted (0--)	7.60

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**6. OPERATOR SERVICES****6.2 OPERATOR SERVICE OFFERINGS****6.2.1 RATES AND CHARGES FOR OPERATOR ASSISTED CALLS (Cont'd)****B. Operator Per Minute Usage Charges**

The following are the per minute usage charges that the customer will incur when using the Company's Operator Services. These charges will apply in addition to the applicable operator surcharge.

**TOLL USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$0.520	\$0.520	\$0.520	\$0.520	\$0.520	\$0.520

**C. Operator Verification/Interrupt Service**

Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a communication in progress due to an urgent or emergency situation (herein called interrupt) by calling the "0" operator.

	CHARGE
Busy Line Verification	\$7.50
Busy Line Interrupt	7.50

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**6. OPERATOR SERVICES**

**6.2 OPERATOR SERVICE OFFERINGS (Cont'd)**

**6.2.2 DIRECTORY ASSISTANCE SERVICE**

A. Description

Local Directory Assistance Service allows customers to obtain listing information that is comprised of a name, ZIP Code and/or address and telephone number.

B. Terms and Conditions

1. The charges following apply when customers of the Company request assistance in determining listing information for:
  - A person who is located in the same local service area, or
  - A person who is not located in the same local service area but, who is located within the state for which the Company furnishes Centralized Directory Assistance Service.
2. A caller may request a maximum of two listing for each call to Directory Assistance. The rates apply whether or not the customer secures any requested information.
3. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempt to obtain, or assisting another to obtain or attempt to obtain Directory Assistance service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit devise, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this Tariff, the Company may in such cases of abuse or fraudulent use assess appropriate Directory Assistance charges on the customer's regular telephone account.

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**6. OPERATOR SERVICES**

**6.2 OPERATOR SERVICE OFFERINGS**

**6.2.2 DIRECTORY ASSISTANCE SERVICE (Cont'd)**

C. Charges

In locations where the customer has the capability to directly dial Directory Assistance but, chooses to place the call as a mechanized or operator-assisted customer-dialed calling card call or operator-assisted station-to-station call the appropriate charge, as specified in 6.2.1, preceding, applies in addition to the Directory Assistance charge.

**CHARGE**

- Each call directly dialed by the customer \$2.50

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**7. DEDICATED SERVICES****7.1 SERVICE DESCRIPTIONS****7.1.1 QWEST METRO PRIVATE LINE (QMPL)**

## A. Description

Qwest Metro Private Line Service (QMPL) provides dedicated, point-to-point, private line connections between two customer locations, over a shared, high capacity fiber-optic network. The locations can be single-customer buildings, multi-tenant units or carrier POPs. The service is available only to end user business customers. The minimum term is one year.

QMPL Service is provided as follows:

1. On-Net to On-Net is an arrangement where both ends of the service originate in buildings using facilities that are provisioned by the Company. This service is provided at speeds of 1.544 Mbps (DS1), 44.736 Mbps (DS3), 155.52 Mbps (OC3), 622.08 Mbps (OC12) and 2.488 Gbps (OC48).

Concatenated OC3C, OC12C and OC48C are also offered. Concatenated services are not multiplexed or channelized. The entire bandwidth of the service is available to the customer for maximum transmission throughput.

2. On-Net to Off-Net is an arrangement where service is provisioned using a combination of On-Net facilities provided by the Company, and facilities that are owned and operated by a third party provider, which is considered Off-Net. The Company will order Off-Net facilities on the customer's behalf. This arrangement is provided for DS1 through OC12 only.

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**7. DEDICATED SERVICES**

**7.1 SERVICE DESCRIPTIONS**

**7.1.1 QWEST METRO PRIVATE LINE (QMPL) (Cont'd)**

B. Terms and Conditions

Availability

- QMPL Service can only be provided where suitable facilities are available.
- Where suitable facilities are unavailable for provisioning of the service, but the Company agrees to provide service, special construction of the facilities may be necessary and Special Construction charges may apply.
- OC48 is not provided on an Off-Net basis.

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**7. DEDICATED SERVICES****7.1 SERVICE DESCRIPTIONS****7.1.1 QWEST METRO PRIVATE LINE (QMPL) (Cont'd)**

## C. Rate Elements

## 1. Mileage

Mileage provides for the transmission facilities between two customer POTs. Mileage is comprised of a fixed rate element and a per mile rate element. Mileage is measured by airline miles between the customer's Points of Termination (POT), using the V & H Coordinates method.

## 2. Multiplexing

Multiplexing provides the ability to convert a higher speed channel to several lower speed channels, or to combine several lower speed channels into a single higher speed channel. Multiplexing is offered to On-Net to On-Net customers only. The multiplexing hierarchy is as follows:

- DS3 channelizes to 28 DS1s
- OC3 channelizes to 3 DS3s
- OC12 channelizes to 4 OC3s
- OC48 channelizes to 4 OC12s

There are two types of multiplexing:

- Customer premises multiplexing, where the signal will be dropped to a lower bandwidth to different areas of a building, or
- Vendor multiplexing, that occurs in the carrier POT and gives the vendor different speed signals.

## 3. Node

The Node provides for the communication path between a customer's designated premises and the POT to the Qwest network. A Node element applies per service, e.g. DS1 or DS3 terminated at the customer's premises.

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**7. DEDICATED SERVICES**

**7.1 SERVICE DESCRIPTIONS**

**7.1.1 QWEST METRO PRIVATE LINE (QMPL) (Cont'd)**

D. Rates and Charges

Rates and Charges for QMPL will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

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**7. DEDICATED SERVICES****7.1 SERVICE DESCRIPTIONS (Cont'd)****7.1.2 METRO OPTICAL ETHERNET**

## A. Description

Metro Optical Ethernet (MOE) Service is a flexible, easy-to-use, transport service that uses established Ethernet transport technology. MOE allows customers to connect multiple enterprise locations within a service area using native Ethernet protocol. MOE supports transmission speeds as low as 5 Mbps and up to 1 Gbps. The minimum term is one year.

## B. Rate Elements

## 1. MOE Port

MOE Port is an Ethernet port that is the physical entry point to the shared Metro Optical Ethernet Network. Ethernet Virtual Circuits (EVCs) originate and terminate on a MOE Port. Customers may choose to connect to a 10/100 or 1,000 Mbps port on the Company network. A nonrecurring charge applies per MOE Port.

## 2. Bandwidth Profile

The Bandwidth Profile is bandwidth provisioned over the MOE Port and a monthly rate is assessed per Bandwidth Profile. Customers may subscribe to one of the following:

- 10/100 Mbps Ports: 5 Mbps, 10 Mbps, 20 Mbps, 30 Mbps, 40 Mbps, 50 Mbps, 60 Mbps, 70 Mbps, 80 Mbps, 90 Mbps and 100 Mbps
- 1,000 Mbps Ports: 100 Mbps, 150 Mbps, 200 Mbps, 300 Mbps, 400 Mbps, 500 Mbps, 600 Mbps, 700 Mbps, 800 Mbps, 900 Mbps and 1,000 Mbps

## C. Rates and Charges

Rates and Charges for MOE will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

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**7. DEDICATED SERVICES**

**7.1 SERVICE DESCRIPTIONS (Cont'd)**

**7.1.3 QWEST *QWAVE***

A. Description

Qwest *QWAVE* Service is a wavelength (Lambda) solution that addresses a range of dense wave division multiplexing (DWDM) transport applications including Metro and Inter-City applications. *QWAVE* offers 2.5G (OC48), 10G (OC192), 1GbE and 10GbE LAN PHY unprotected and Protected wavelength services for customers who need high capacity transport and want greater control and visibility of their broadband services. *QWAVE* supports synchronous optical network (SONET) and synchronous digital hierarchy (SDH) protocols. The minimum term is one year.

B. Rates and Charges

Rates and Charges for *QWAVE* will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

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**8. RESERVED FOR FUTURE USE**

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**9. EMERGENCY SERVICES**

**9.1 EMERGENCY REPORTING SERVICES**

**9.1.1 ENHANCED EMERGENCY NUMBER SERVICE (E911)**

- A. Enhanced Emergency Number Service (E911) allows customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the customer's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point (PSAP).
- B. This service is offered solely as an aid in handling assistance calls I connection with fire, police and emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- C. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of enhanced 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party of parties accessing enhanced 911 service, and which arise out of the negligence or other wrongful act of the Company, the customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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**9. EMERGENCY SERVICES**

**9.1 EMERGENCY REPORTING SERVICES**

**9.1.1 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

- D. The Company is obligated to supply the E911 service provider in the Company's service area with accurate information necessary to update the E911 database at the time the Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
- E. At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in order to accurately and properly update the database for E911.
- F. The Company will be obligated to provide facilities to route calls from the end users to the proper PSAP. The Company recognizes the authority of the E911 customer to establish source specifications and grant final approval or denial of service configurations offered by the Company.
- G. The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. The Company will observe and adhere to the Commission's emergency telephone service rules in 4 CSR 240-34.

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**11. PROMOTIONS**

**11.1 SPECIAL PROMOTIONS**

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