

ACCESS SERVICE

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3. Carrier Common Line Access Service

The Telephone Company will provide Carrier Common Line Access Service, (Carrier Common Line Access) to customers in conjunction with Switched Access Service provided in Section 6. of this tariff or the appropriate Switched Access Service section of other Access Service tariffs.

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3.1 General Description

Carrier Common Line Access provides for the use of end users' Telephone Company provided common lines by customers for access to such end users to furnish Intrastate Communications.

A Special Access Surcharge, as set forth in 17.3.1 following, will apply to Intrastate special access service provided by the Telephone Company to a customer, in accordance with regulations as set forth in 7.3 following.

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3. Carrier Common Line Access Service (Cont'd)

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3.2 LimitationsMISSOURI
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Neither a telephone number nor detail billing are provided with Carrier Common Line Access. Additionally, directory listings and intercept arrangements are not included in the rates and charges for Carrier Common Line Access.

3.2.2 Access Groups

All line side connections provided in the same access group will be limited to the same features and operating characteristics.

All trunk side connections provided in the same access group will be limited to the same features and operating characteristics.

3.2.3 WATS Access Lines

Where Switched Access Services are connected with Special Access Services at Telephone Company Designated WATS Serving Offices for the provision of WATS or WATS-type Services, Switched Access Service minutes which are carrier on that end of the service (i.e., originating minutes for outward WATS and WATS-type services and terminating minutes for inward WATS and WATS-type services) shall not be assessed Carrier Common Line Access per minute charges with the following exception. Carrier Common Line Access per minute charges shall apply when Feature Group A or Feature Group B switched access is ordered from a non-equal access telephone company office that does not have measurement capabilities and the assumed average access minutes, as set forth in the exchange carrier's access tariff are used.

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3. Carrier Common Line Access Service (Cont'd)

3.3 Undertaking of the Telephone Company

3.3.1 Provision of Service

Where the Customer is provided Switched Access Service under other sections of this or other Access Service tariffs, the Telephone Company will provide the use of Telephone Company common lines by a customer for access to end users at rates and charges as set forth in 17.1.1 following.

3.3.2 Interstate and Intrastate Use

The Switched Access Service provided by the Telephone Company includes the Switched Access Service provided for both interstate and intrastate communications. The Carrier Common Line Access rates and charges as set forth in 17.1.1 following apply to Intrastate Switched Access Service access minutes in accordance with the rate regulations as set forth in 3.8.4 following.

3.4 Obligations of the Customer

3.4.1 Switched Access Service Requirement

The Switched Access Service associated with Carrier Common Line Access shall be ordered by the Customer under other sections of this tariff.

3.4.2 Supervision

The Customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

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3. Carrier Common Line Access Service (Cont'd)

3.5 Determination of Usage Subject to Carrier Common Line Access Charges

Except as set forth herein, all Switched Access Service provided to the Customer will be subject to Carrier Common Line Access charges.

3.5.1 Determination of Jurisdiction

When the Customer reports interstate and intrastate use of Switched Access Service, the associated Carrier Common Line Access used by the Customer for Intrastate will be determined as set forth in 3.8.4 following.

3.5.2 Cases Involving Usage Recording by the Customer

Where Feature Group C (FGC) end office switching is provided without Telephone Company recording and the Customer records minutes of use used to determine Carrier Common Line Access charges (i.e., FGC operator and calls such as pay telephone sent-paid, operator-DDD, operator-person, collect, credit-card, third number and/or other like calls), the Customer shall furnish such minutes of use detail to the Telephone Company in a timely manner. If the Customer does not furnish the data, the Customer shall identify all Switched Access Services which could carry such calls in order for the Telephone Company to accumulate the minutes of use through the use of special Telephone Company measuring and recording equipment.

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3. Carrier Common Line Access Service (Cont'd)

3.5 Determination of Usage Subject to Carrier Common Line Access Charges (Cont'd)

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3.5.3 Local Exchange Access and Enhanced Services Exemption

When access to the local exchange is required to provide a customer service (e.g., MTS/WATS-type, telex, Data, etc.) that uses a resold Special Access service, Switched Access Service Rates and Regulations, as set forth in Section 6. following will apply, except when such access to the local exchange is required for the provision of an enhanced service. Carrier Common Line Access rates and charges as set forth in 17.1.1 following apply in accordance with the resale rate regulations as set forth in 3.6.4 following.

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services

3.6.1 Scope

Where the Customer is reselling MTS and/or MTS-type service(s) on which the Carrier Common Line and Switched Access charges have been assessed, the Customer may, at the option of the Customer, obtain Feature Group A, Feature Group B or Feature Group D Switched Access Service under this tariff as set forth in Section 6. following for originating and/or terminating access in the local exchange. Such access group arrangements whether single lines or trunks or multiline hunt groups or trunk groups will have Carrier Common Line Access charges applied as set forth in 17.1.1 following in accordance with the resale rate regulations set forth in 3.6.4 following. For purposes of administering this provision:

Resold Intrastate terminating MTS and MTS-type service(s) shall include collect calls, third number calls and credit card calls where the reseller pays the underlying carrier's service charges; and shall not include intrastate minutes of use.

Resold Intrastate originating MTS and MTS-type service(s) shall not include collect, third number, credit card or intrastate minutes of use.

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When the Customer is reselling MTS and/or MTS-type service as set forth in 3.6.1 preceding, the Customer will be charged Carrier Common Line Access charges in accordance with the resale rate regulations as set forth in 3.6.4 following if the Customer or the provider of the MTS service furnishes documentation of the MTS-type usage. Such documentation supplied by the Customer shall be supplied each month and shall identify the involved resold MTS and/or MTS-type services.

The monthly period used to determine the minutes of use for resold MTS and/or MTS-type service(s) shall be the most recent monthly period for which the Customer has received a bill for such resold service(s). This information shall be delivered to the Telephone Company, at a location specified by the Telephone Company, no later than 15 days after the bill date shown on the resold MTS and/or MTS-type service bill. If the required information is not received by the Telephone Company, the previously reported information, as described preceding, will be used for the next two months. For any subsequent month, no allocation or credit will be made until the required documentation is delivered to the Telephone Company by the Customer.

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.3 Resale Documentation Provided By the Customer

When the Customer utilizes Switched Access Service as set forth in 3.6.2 preceding, the Telephone Company may request a certified copy of the Customer's resold MTS or MTS-type usage billing from either the Customer or the provider of the MTS or MTS-type service. Requests for billing will relate back no more than 12 months prior to the current billing period.

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3. Carrier Common Line Access Service (Cont'd)3.6 Resold Services (Cont'd)

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3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services

When the Customer is provided an access group to be used in conjunction with the resale of MTS and/or MTS-type services as set forth in 3.6.1 preceding, subject to the limitations as set forth in 3.2 preceding, and the billing entity receives the usage information required as set forth in 3.6.2 preceding, to calculate the adjustment of Carrier Common Line Access charges, the Customer will be billed as set forth in (D), (E) or (F) following, depending upon, respectively, whether the usage is from non-equal access offices, equal access offices or a combination of the two.

(A) Apportionment and Adjustment of Resold Minutes of Use

When the Customer is provided with more than one access group in a LATA in association with the resale of MTS and/or MTS-type services, the resold minutes of use will be apportioned as follows:

(1) Originating Services

The Telephone Company will apportion the resold originating MTS and/or MTS-type services and originating minutes of use for which the resale credit adjustment applies, among the access groups. Such apportionment will be based on the relationship of the originating usage for each access group to the total originating usage for all access groups in the LATA. For purposes of administering this provision:

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3. Carrier Common Line Access Service (Cont'd)3.6 Resold Services (Cont'd)3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services (Cont'd)(A) Apportionment and Adjustment of Resold Minutes of Use (Cont'd)(1) Originating Services (Cont'd)

Resold originating MTS and/or MTS-type services minutes shall be only those attributable to Intrastate originating MTS and/or MTS-type minutes and shall not include collect, third number, credit card or intrastate minutes of use.

The resale credit adjustment shall apply for resold originating MTS and MTS-type services and minutes of use, provided Carrier Common Line and Switched Access Charges have been assessed on such services.

(2) Terminating Services

The Telephone Company will apportion the resold terminating MTS and/or MTS-type services and terminating minutes of use for which the resale credit adjustment applies, among the access groups. Such apportionment will be based on the relationship of the terminating usage for each access group to the total terminating usage for all access groups in the LATA. For purposes of administering this provision:

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services
(Cont'd)

(A) Apportionment and Adjustment of Resold Minutes of Use
(Cont'd)

(2) Terminating Services

Resold terminating MTS and/or MTS-type services minutes shall be only those attributable to Intrastate terminating MTS/MTS-type (i.e., collect calls, third number calls, and credit card calls) and shall not include intrastate minutes of use or MTS/MTS-type minutes of use paid for by another party.

The resale credit adjustment shall apply for resold terminating MTS and MTS-type services and minutes of use, provided Carrier Common Line and Switched Access Charges have been assessed on such services.

(B) Same State/Telephone Company/Exchange Limitation

In order for the rate regulations to apply as set forth in (D), (E) or (F) following, the access groups and the resold MTS and/or MTS-type services must be provided in the same state (except when the same extended area service arrangement is provided in two different states by the same telephone company) in the same exchange, provided by the same Telephone Company and connected directly or indirectly. For those exchanges that encompass more than one state, the Customer shall report the information by state within the exchange.

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3. Carrier Common Line Access Service (Cont'd)3.6 Resold Services (Cont'd)3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services
(Cont'd)MISSOURI
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Each of the access group arrangements used by the Customer in association with the resold MTS and/or MTS-type services must be connected either directly or indirectly to the Customer designated premises at which the resold MTS and/or MTS-type services are terminated. Direct connections are those arrangements where the access groups and resold MTS and/or MTS-type services are terminated at the same customer designated premises.

Indirect originating connections are those arrangements where the access groups and the resold originating MTS and/or MTS-type services are physically located at different customer designated premises in the same exchange. Such different customer designated premises are connected by facilities that permit a call to flow from access groups to resold MTS and/or MTS-type services.

Indirect terminating connections are those arrangements where the access groups and resold terminating MTS and/or MTS-type services are physically located at different customer designated premises in the same exchange. Such different customer designated premises are connected by facilities that permit a call to flow from resold terminating MTS and/or MTS-type services to access groups.

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-Type Services
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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services
(Cont'd)

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-Type Services
(Cont'd)

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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services
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3. Carrier Common Line Access Service (Cont'd)

3.6 Resold Services (Cont'd)

3.6.4 Rate Regulations Concerning the Resale of MTS and MTS-type Services
(Cont'd)

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3. Carrier Common Line Access Service (Cont'd)

3.7 Coin Services

3.7.1 Collection of Coin Station Monies

When the Customer is provided Operator Trunk-Coin or Combined-Coin and Non-Coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access as set forth in Section 6. following, the Telephone Company will collect sent-paid monies from pay telephone stations and will remit monies to the Customer as set forth in 3.7.3 following. The Telephone Company will provide message call detail format and bill periods used to determine the monies upon request from the Customer.

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3. Carrier Common Line Access Service (Cont'd)3.7 Coin Services (Cont'd)3.7.2 Provision of Message Call Detail Concerning Coin Station Monies

Where Operator Trunk-Coin or Combined-Coin and Non-coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access is provided to the Customer and the Customer wishes to receive the monies it is due for the monies collected by the Telephone Company from coin pay telephone stations, the Customer shall furnish to the Telephone Company, at a location specified by the Telephone Company, the Customer message call detail for the Customer sent-paid (coin) pay telephone calls in accordance with the Telephone Company collection schedule. The Customer message call detail furnished shall be in a standard format established by the Telephone Company. The Telephone Company will provide to the Customer the precise details of the required standard format. If, in the course of Telephone Company business, it is necessary to change the standard format, the Telephone Company will provide notification to the involved customer six months prior to the change. If no customer message call detail is received from the Customer for each bill period established by the Telephone Company, the Telephone Company will assume there were no customer sent-paid (coin) pay telephone calls for the period. In addition, the Customer shall furnish a schedule of its charges for sent-paid (coin) calls to the Telephone at a location and date as specified by the Telephone Company. Any change in the Customer's schedule of charges shall be furnished to the Telephone Company one day after the change becomes effective.

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3. Carrier Common Line Access Service (Cont'd)

3.7 Coin Services (Cont'd)

3.7.3 Payment of Coin Sent-Paid Monies

The Telephone Company will collect the monies from coin pay telephone stations and will determine and remit amounts due to a customer which is provided Operator Trunk-Coin or Combined-Coin and Non-Coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access as set forth in Section 6. as follows:

(A) Bill Period Coin Revenue

The Telephone Company will establish a collection schedule for each coin pay telephone station and will collect the monies from the coin pay stations based on this collection schedule. The monies collected based on this schedule during each bill period established by the Telephone Company will be identified by coin pay telephone station and summed to develop the Bill Period Coin Revenue for each coin record day (i.e., the day a record is prepared and dated to show the amount due the Customer).

(B) Total Customer Coin Revenue

The Intrastate Total Customer Coin Revenue will be determined by the Telephone Company based on the Customer message call detail received from the Customer for each bill period and the Customer's schedule of charges for sent-paid coin calls. Such Total Customer Coin Revenue will be developed each coin record day.

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3.7 Coin Services (Cont'd)

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3.7.3 Payment of Coin Sent-Paid Monies (Cont'd)

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(C) Recourse Adjustments

For each coin record day, the Telephone Company will subtract from the Total customer Coin Revenue an amount for coin station shortages. Coin station shortages are amounts resulting from unauthorized calling at coin pay telephone stations, use of unauthorized coins (i.e., foreign coins, slugs and improper use of U.S. pennies), unauthorized removal of coins from coin pay telephone stations and coin refunds beyond the Telephone Company's control. Such amount for coin station shortages will be developed by the Telephone Company by multiplying the Total customer Coin Revenue for each coin record day by a shortage factor. Such amount will be rounded to the nearest penny. The shortage factor will be determined by dividing the yearly total coin shortage amount by the yearly total coin revenue amount (i.e., total coin revenue equals the coin revenue due under exchange tariffs, state toll tariffs, and Intrastate toll tariffs). The total coin shortage amount and the total revenue amount will be determined by the Telephone Company through an annual special study.

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Public Service Commission3. Carrier Common Line Access Service (Cont'd)3.7 Coin Services (Cont'd)3.7.3 Payment of Coin Sent-Paid Monies (Cont'd)(D) Payment of Net Customer Coin Revenue

The Telephone Company will determine the Net Customer Coin Revenue for each coin record day by subtracting from the Total Customer Coin Revenue determined as set forth in (B) preceding the amount for coin station shortages determined as set forth in (C) preceding. On the date (payment date) determined by adding 45 days to the coin record day, the Telephone Company will remit payment to the Customer for the Net Customer Coin Revenue.

(E) Audit Provisions

Upon reasonable written notice by the Customer to the Telephone Company, the Customer shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the determination of the amount payable to the Customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

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3. Carrier Common Line Access Service (Cont'd)

3.7 Coin Services (Cont'd)

3.7.3 Payment of Coin Sent-Paid Monies (Cont'd)

(E) Audit Provisions (Cont'd)

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All information received or reviewed by the Customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

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3. Carrier Common Line Access Service (Cont'd)3.8 Rate Regulations3.8.1 Billing of Charges

Carrier Common Line charges will be billed to each Switched Access Service provided under this tariff in accordance with the regulations as set forth in 3.8.5 following (Determination of Premium and Non-Premium Charges) except as set forth in 3.6.4 preceding (Resale) and 3.8.4 following (PIU).

3.8.2 Measuring and Recording of Call Detail

When access minutes are used to determine Carrier Common Line charges, they will be accumulated using call detail recorded by Telephone Company equipment except as set forth in 3.8.3 following (Unmeasured FGA and FGB Usage) and Feature Group C operator and automated operator services systems call detail such as pay telephone sent-paid, operator-DDD, operator-person, collect, credit-card, third number and/or other like calls recorded by the Customer. The Telephone Company measuring and recording equipment, except as set forth in 3.8.3 following (Unmeasured FGA and FGB Usage), will be associated with end office or local tandem switching equipment and will record each originating and terminating access minute where answer supervision is received. The accumulated access minutes will be summed on a line by line basis, by line group or by end office, whichever type of account is used by the Telephone Company, for each customer and then rounded to the nearest minute.

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3. Carrier Common Line Access Service (Cont'd)

3.8 Rate Regulations (Cont'd)

3.8.3 Unmeasured Feature Group A and B Usage

When Carrier Common Line Access is provided in association with Feature Group A or Feature Group B Switched Access Service in Telephone Company offices that are not equipped for measurement capabilities, an assumed average Intrastate access minutes will be used to determine Carrier Common Line Access charges. These assumed access minutes are as set forth in the exchange carriers' access tariffs.

3.8.4 Percent Interstate Use (PIU)

When the Customer reports Interstate and intrastate use of in-service Switched Access Service, Carrier Common Line charges will be billed only to Intrastate Switched Access Service access minutes based on the data reported by the Customer as set forth in 2.3.11 preceding (Jurisdictional Reports), except where the Telephone Company is billing according to actuals by jurisdiction. Intrastate Switched Access Service access minutes will, after adjustment as set forth in 3.6.4 preceding (Resale), when necessary, be used to determine Carrier Common Line Charges as set forth in 3.8.5 following.

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3. Carrier Common Line Access Service (Cont'd)3.8 Rate Regulations (Cont'd)3.8.5 Determination of Charges

After the adjustments as set forth in 3.6.4 and 3.8.4 preceding have been applied, when necessary, to Switched Access Service access minutes, charges for the involved customer account will be determined as follows:

- (A) Access Minutes for all rated Switched Access Service subject to Carrier Common Line charges will be multiplied by the Access per minute rate as set forth in 17.1.1 following.
- (B) Reserved For Future Use.
- (C) Carrier Common Line charges shall not be reduced as set forth in 3.6.1 preceding unless Switched Access Charges, as set forth in Section 6. following, are applied to the Customer's Switched Access Services.

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3. Carrier Common Line Access Service (Cont'd)

3.8 Rate Regulations (Cont'd)

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3.8.5 Determination of Charges (Cont'd)

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(D) Terminating Access, per minute charge(s) apply to:

- all terminating access minutes of use;
- less those terminating access minutes of use associated with Mobile Telephone Switching Offices (MTSOs).
- all originating access minutes of use associated with FGA Access Services where the off-hook supervisory signaling is forwarded by the Customer's equipment when the called party answers;
- all originating access minutes of use associated with calls placed to 500, 700, 800/888 and 900 numbers (T)
- less those originating access minutes of use associated with calls placed to 500, 700, 800/888 and 900 numbers that terminate on a Switched Access Service that is assessed terminating Carrier Common Line charges. (T)

This usage is determined using information supplied by the Customer. The Customer's report to the Telephone Company shall include either the number of calls or minutes placed to 500, 700, 800/888 and 900 numbers that terminate on a Switched Access Service that is assessed terminating Carrier Common Line charges. The Customer shall update this information at least semi-annually. (T)

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3. Carrier Common Line Access Service (Cont'd)

3.8 Rate Regulations (Cont'd)

3.8.5 Determination of Charges (Cont'd)

(D) (Cont'd)

When the Customer makes this report available to the Telephone Company in advance of billing, these minutes of use will be charged on the current bill as originating minutes of use as set forth in (E) following. If a billing dispute arises concerning the Customer provided report, the Telephone Company will request the Customer to provide the data the Customer used to develop the report. The Telephone Company will not request such data more than once a year. The Customer shall supply the data within 30 days of the Telephone Company request.

When this report is not available to the Telephone Company until after billing, it shall be used by the Telephone Company to calculate and post a credit to the Customer's account. The credit shall be posted to the Customer's account within 30 days of the receipt of the report. The credit shall be calculated by multiplying the number of access minutes of use, for which a credit is determined to be applicable, times the difference between the terminating and originating Carrier Common Line charges in effect when the calls were completed.

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3. Carrier Common Line Access Service (Cont'd)

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3.8 Rate Regulations (Cont'd)

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3.8.5 Determination of Premium and Non-Premium Charges (Cont'd) **Public Service Commission**

(E) The originating Access, per minute charge(s) apply to:

- all originating access minutes of use;
- less those originating access minutes of use associated with FGA Access Services where the off-hook supervisory signaling is forwarded by the Customer's equipment when the called party answers;
- less those originating access minutes of use associated with Mobile Telephone Switching Offices (MTSOs).
- less those originating minutes of use associated with calls placed to 500, 700, 800/888 and 900 numbers; (T)
- plus all originating access minutes of use associated with calls placed to 500, 700, 800/888 and 900 numbers for which the Customer furnishes for each month a report of either the number of calls or minutes or a report of the percent of calls or minutes that terminate in a Switched Access Service that is assessed Carrier Common Line charges, and for which a corresponding reduction in the number of terminating access minutes of use has been made as set forth in (D) preceding. (T)

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5. Access Ordering5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

An Access Order is an order to provide the customer with Switched and Special Access or Access Related Service or to provide changes to existing services.

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide to the Telephone Company the order information required in 5.2 following, and in addition the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.1 Service Installation

The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates.

The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals for Switched and Special Access Services. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 17.5.2(B) following.

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5. Access Ordering (Cont'd)5.1 General (Cont'd)5.1.2 Expedited Orders

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Access Order. In this case, an access order modification as set forth in 5.4 following would be required. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges. Such additional charges will be determined and billed to the customer as explained following.

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in 17.5.2(B) following.

To develop, determine and bill the customer the extraordinary costs which may be involved, Special Construction terms and conditions may be required. Authorization to incur the costs and to bill the customer will be in accordance with such tariffs.

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 17.5.1(B) following also applies.

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5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.3 Selection of Facilities for Access Orders

The option to request a specific transmission path or channel is not provided except for High Capacity Special Access Facilities, or as provided for under Special Facilities Routing as set forth in Section 11. following.

When there are High Capacity facilities to a hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the customer request.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements5.2.1 Switched Access Service(A) Feature Group A

Orders for Feature Group A Switched Access Service shall be in lines.

When placing an order for Feature Group A Switched Access Service, the customer shall provide the following information in addition to that set forth in 5.1 preceding:

- The number of lines and the first point of switching (i.e., Dial Tone Office)
- Optional Features
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers
- Lines to be provided as single lines
- Lines to be arranged in multiline hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) and intrastate use, as set forth in 2.3.11 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGA access communications are transported to another state.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(B) Feature Group B

Orders for Feature Group B Switched Access Service shall be in trunks.

When placing an order for Feature Group B Service, the customer shall provide, the following information in addition to that set forth in 5.1 preceding:

- The number of trunks
- The end office, when direct routing is desired
- The access tandem office when tandem routing is desired
- Optional Features
- Trunks to be provided as single trunks
- Trunks to be arranged in trunk group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of interstate use (PIU) and intrastate use, as set forth in 2.3.11 preceding
- The Interexchange Carrier to which the service is connected or, in the alternative, specify the means by which the FGB access communications are transported to another state.
- The access code dialing arrangement (i.e., a uniform access code of 950-1XXX or 950-0XXX
- For Feature Group B switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

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5. Access Ordering (Cont'd)

5.2 Order Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(C) Feature Group C, Feature Group D and Interim NXX Translation

When placing an order for Feature Group C and D Switched Access Service, the customer shall provide:

- The number of BHMC from the customer designated premises to the end office by Feature Group and by type of BHMC, or
- The number of trunks desired between customer designated premises and an entry switch.
- The number of BHMC or trunks required for or to be converted to an SS7 signaling capability.
- Optional Features
- Interim NXX Translation options.
- A projected percentage of interstate use (PIU) and intrastate use, as set forth in 2.3.11 preceding.
- For Feature Group D switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

When BHMC information is provided it is used to determine the number of transmission paths as set forth in 6.2.5 following.

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 pm, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 AM hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.

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5. Access Ordering (Cont'd)5.2 Ordering Requirements (Cont'd)5.2.1 Switched Access Service (Cont'd)(C) Feature Group C, Feature Group D and Interim NXX Translation (Cont'd)

Customers may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an end office or access tandem. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements.

When Feature Group C or D is ordered with the Interim NXX Translation optional feature, the customer shall specify the Service Access Code(s) (e.g., 900) and their associated NXX code(s) to be translated within the entire LATA or Market Area. The initial and subsequent orders to add, change, or delete Interim NXX Translation codes shall be placed separately or in combination with orders to change Feature Group C or D Switched Access BHMC or trunks. Customer assigned NXX codes which have not been ordered will be blocked.

Orders for the Interim NXX Translation optional feature shall not be required until such time as a customer other than an MTS/WATS provider requests Interim NXX Translation of Service Access Codes. Upon receipt of such order, the Telephone Company shall notify the MTS/WATS provider of the activation of the Interim NXX Translation Service for the Service Access Code. Following such initial activation, all customers are required to place orders for Interim NXX Translation of the Service Access Code and the Interim NXX Translation charge for the Service Access Code shall apply as set forth in 17.2.1(B) following.

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5.2 Ordering Requirements (Cont'd)**MISSOURI
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When FGC or FGD is ordered with the SS7 optional feature, in addition to information listed in 5.2.1(C) preceding, the customer shall specify a reference to existing signaling connections or reference a related SS7 signaling connection order. When ordering SS7 signaling, the customer shall provide the Signaling Transfer Point codes, location identifier codes and circuit identifier codes. In addition, the customer shall work cooperatively with the Telephone Company to determine the number of SS7 signaling connections required to handle its signaling traffic.

For 800/888 Data Base Access Service, as described in 6.1.3(A) and (C) following, the customer must order FGC or FGD to those access tandems or end offices designated as SSPs for 800/888 Database service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4. Direct trunk routes can only be provided from end offices equipped to query centralized data bases. All traffic originating from end offices not equipped to provide SS7 signaling and routing, require routing via an access tandem where SSP functionality is available.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.2 Special Access Service

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When placing an order for Special Access Service the customer must specify:

- the customer designated premises or hubs involved
- type of service (e.g., Voice Grade, High Capacity, etc.)
- the channel interface(s)
- technical specification package
- options desired
- for multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- that the traffic consists of more than ten percent interstate traffic.

All part-time Video and Program Audio services are subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in 7.3 following the customer shall furnish written certification to that effect as set forth in 7.3.3 following.

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5. Access Ordering (Cont'd)

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5.2 Ordering Requirements (Cont'd)

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5.2.3 WATS or WATS-Type Services

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Special Access Service may be ordered for connection with FGA, FGB, FGC or FGD Switched Access Service at Telephone Company designated WATS Serving Offices (WSOs) for the provision of WATS or WATS-type Services and may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC or FGD Switched Access Service. For the Special Access Service the customer shall specify:

- the customer designated premises at which the Special Access service terminates
- the type of line (i.e., two-wire or four-wire)
- the type of calling (i.e., originating, terminating or two-way)
- type of Supervisory Signaling.

When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in 7.2.1(B) following, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

5.2.4 Mixed Use Facilities - Switched and Special Access

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service as further elaborated and set forth in 6.4.7 and 7.2.7 following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

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5. Access Ordering (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.5 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order a service date change may be required. When a service date change is required, the service date change charge as set forth in 17.5.1(B) following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in 17.5.1(C) following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and the Design Change Charge will apply as set forth in 5.4.3(B) following.

The rates and charges for these services, as set forth in Section 17. of this tariff, will apply in addition to the ordering charges set forth in Section 17. and the rates and charges for the Access Service with which they are associated.

Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

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5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company

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Access Services provided by more than one Telephone Company are services where one end of the Local Transport, Directory Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in 2.4.7 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

5.3.1 Non Meet Point Billing Ordering - FGA

(A) Single Company Billing Ordering

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in 2.4.7(A)(1). The customer will place the order with the Telephone Company as follows:

For FGA Switched Access Service the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is the dial tone office.

When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located and any other Telephone Company(s) involved in providing the service.

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5. Access Ordering (Cont'd)5.3 Access Orders For Services Provided By More Than One Telephone Company
(Cont'd)MISSOURI
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Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) with the other Telephone Company(s). Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4. Each Telephone Company will bill the customer for its portion of the service as set forth in 2.4.7(B). All other appropriate charges in each Telephone Company tariff are applicable.

In addition to the service ordering provisions following, the customer must also provide a copy of the order to any other Telephone Company(s) involved in providing the service.

- (A) For Feature Group A and B Switched Access Services, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA - dial tone office, FGB - access tandem or end office).
- (B) For Feature Group C and D Switched Access Services, the customer must place an order with the Telephone Company in whose territory the end office is located. Customers other than MTS/WATS providers may, at their option, order FGD to the access tandem. When ordered to the access tandem, and the access tandem and the end office are not in the same Telephone Company operating territory, the customer must also supply a copy of the order to each additional Telephone Company subtending the access tandem.

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5. Access Ordering (Cont'd)

5.3 Access Orders For Services Provided By More Than One Telephone Company
(Cont'd)

5.3.2 Meet Point Billing Ordering (Cont'd)

- (C) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving Offices for the provision of WATS or WATS-type Services must place an order with each Telephone Company in whose territory the end office and the WATS Serving Office are located, if they are not collocated.
- (D) Except for Special Access Service as set forth in (C) above or as set forth in (E) below, the customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (E) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company(s) in whose territory the hub(s) is located.
- (F) For initiation, additions, changes or deletions to the Interim NXX Translation code(s), the customer must place an order with the Telephone Company who provides the Interim NXX Translation. The customer must also provide a copy of the order to the Telephone Companies subtending the Interim NXX Translation office.

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5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering5.4.1 Access Order ChargeMISSOURI
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The Access Order Charge is applied to all customer requests for new Special and Switched Access Service. In addition, the Access Order Charge is applicable to customer requests for additions, changes or rearrangements to existing Special and Switched Access Service with the following exceptions:

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in 6.4.1(B)(3) and 7.2.2(C)(3) following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When the Interim NXX Translation charge is applicable.
- When a Miscellaneous Service Order Charge is applicable.
- When a Presubscription Charge is applicable.
- When a Telephone Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When service rearrangements are necessary due to the surrendering of a Carrier Identification Code to the North American Numbering Plan Administration on or before January 1, 1993.
- When service rearrangements are made prior to May 1, 1994 in connection with a customer converting trunks from tandem-switched transport to direct-trunked transport or from direct-trunked transport to tandem-switched transport, or when a customer orders the disconnection of over-provisioned trunks.

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5. Access Ordering (Cont'd)

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5.4 Charges Associated with Access Ordering (Cont'd)

5.4.1 Access Order Charge (Cont'd)

The Access Order Charge will be applied on a per order basis to each order received by the Telephone Company or copy of an order received by the Telephone Company pursuant to 5.3.1 preceding and 5.3.2 preceding, except by the Telephone Company applying the Interim NXX Translation charge, and is in addition to other applicable charges as set forth in this and other sections of this tariff.

The Access Order Charge will be applied on a per order basis for any change, rearrangement or addition to the delivery of signaling information to the customer.

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A Miscellaneous Service Order Charge, as set forth in 17.5.1(D) following, applies to any service, or combination of services ordered simultaneously from Section 13. of the Tariff for which a service order is not already pending (with the exception of Presubscription (13.4) which does not have the charge applied). The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair (13.2.2),
- Standby Repair (13.2.3),
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing (13.2.4),
- Other Labor (13.2.5),
- Maintenance of Service (13.3.2).

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority (13.3.3),
- International Blocking Service (13.7).

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The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering (13.1),
- Overtime Installation (13.2.1),
- Standby Acceptance Testing (13.2.3),
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing (13.2.4),
- Additional Cooperative Acceptance Testing [13.3.1(A) (1) and 13.3.1(B) (1)].

5.4.3 Access Order Change Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order change, the Telephone Company will schedule a new service date as set forth in 5.1.2 preceding. All charges for Access Order change as set forth in 17.5.1(A) will apply on a per occurrence basis.

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a new Access Order (for the increased amount only).

If order changes are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order change charges being incurred by the customer.

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5. Access Ordering (Cont'd)

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Change Charges (Cont'd)

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(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge, as set forth in 17.5.1(B) following, will be applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply, however, the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in (B) following, the Service Date Change Charge will apply.

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5. Access Ordering (Cont'd)5.4 Charges Associated with Access Ordering (Cont'd)5.4.3 Access Order Change Charges (Cont'd)(B) Design Change

The customer may request a design change to the service ordered prior to the requested service date. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises, first point of switching, Feature Group type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge as set forth in 17.5.1(C) following will apply in addition to the charge for Additional Engineering as set forth in 17.5.2(A) following. If a change of service date is required, the Service Date Change Charge as set forth in 17.5.1(B) following will also apply. The Access Order Charge as specified in 17.5.1(A) following does not apply.

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5. Access Ordering (Cont'd)

5.5 Minimum Periods and Cancellations

5.5.1 Minimum Periods

The minimum period for part-time Video and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.).

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5.5.2 Development of Minimum Period Charges

When Access Service is disconnected after commencement of service but prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable recurring charges plus any nonrecurring and/or special construction charge(s) that may be due.
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel type plus any optional features, nonrecurring and/or special construction charge(s) that may apply.

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5. Access Ordering (Cont'd)5.5 Minimum Period and Cancellations (Cont'd)MISSOURI
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The Minimum Period Charge for part-time Video and Program Audio Services is the applicable daily rate for the appropriate channel type as set forth in 7.2.4 following.

5.5.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply or,
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

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5. Access Ordering (Cont'd)5.5 Minimum Period and Cancellations (Cont'd)5.5.3 Cancellation of an Access Order (Cont'd)

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

(1) Installation of Switched or Special Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

(2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

(3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

(a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs;

(b) The charges for minimum Switched or Special Access Service ordered by the customer, as set forth in 5.5.2 preceding:

(C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

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5. Access Ordering (Cont'd)

5.5 Minimum Period and Cancellations (Cont'd)

5.5.3 Cancellation of an Access Order (Cont'd)

(D) If the Telephone Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a partial cancellation and charges will be determined as set forth in 5.5.3(B) preceding.

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