

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

	<u>Rates</u>
(G) Additional message processing service (rating),	
- per customer message above the message capacity ordered and allowance specified	ICB
(H) Preparation of rated customer message detail for special orders,	
- per record processed	ICB

ISSUED:  
March 30, 2007

Mark D. Harper  
Director - State Regulatory  
5454 W. 110th Street  
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EFFECTIVE:  
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SPRINT MISSOURI, INC.  
d/b/a Sprint

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ACCESS SERVICE

Missouri Public  
Service Commission

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(G) Additional message processing  
service (rating),

- per customer message above  
the message capacity ordered  
and allowance specified

ICB (C)

(H) Preparation of rated customer  
message detail for special  
orders,

- per record processed

ICB

Missouri Public  
Service Commission

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November 30, 1999

Richard D. Lawson  
State Executive, External Affairs

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UNITED TELEPHONE COMPANY  
OF MISSOURI

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**SEP 17 1992**

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd) **MO. PUBLIC SERVICE COMM.**

8.1.7 Rates and Charges (Cont'd)

Rates

(G) Additional message processing  
service (rating),

- per customer message above  
the message capacity ordered  
and allowance specified

\$ .0006

(H) Preparation of rated customer  
message detail for special  
orders,

- per record processed

ICB

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By *1st RP 451*  
**Public Service Commission**  
**MISSOURI**

**FILED**

NOV 7 1992

**MO. PUBLIC SERVICE COMM.**

EFFECTIVE:

ISSUED:  
September 17, 1992

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Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

~~October 2, 1992~~  
NOV 7 1992

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

	<u>Rates</u>	
(I) Preparation of rated customer message detail for special orders,		
- per data file	ICB	(T)
(J) Transferring of rated customer message details between other Exchange Telephone Company locations,		
- per record transferred	ICB	

ISSUED:  
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600 New Century Pkwy  
New Century, Kansas 66031

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

	<u>Rates</u>
(I) Preparation of rated customer message detail for special orders,	
- per tape	ICB
(J) Transferring of rated customer message details between other Exchange Telephone Company locations,	
- per record transferred	ICB

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Mark D. Harper  
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SPRINT MISSOURI, INC.  
d/b/a Sprint

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ACCESS SERVICE

Missouri Public  
Service Commission

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(I) Preparation of rated customer  
message detail for special  
orders,

- per tape

ICB (C)

(J) Transferring of rated customer  
message details between other  
Exchange Telephone Company  
locations,

- per record transferred

ICB (C)

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM**

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(I) Preparation of rated customer  
message detail for special  
orders,

- per tape

\$50.00

(J) Transferring of rated customer  
message details between other  
Exchange Telephone Company  
locations,

- per record transferred

\$ .0030

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Public Service Commission  
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NOV 7 1992

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

- (K) Transferring of rated customer message details between other Exchange Telephone Company locations,
  - per record received ICB
  
- (L) Data transmission of rated customer message details between other Exchange Telephone Company locations
  - per record transmitted ICB

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Missouri Public  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(K) Transferring of rated customer  
message details between other  
Exchange Telephone Company  
locations,

- per record received ICB (C)

(L) Data transmission of rated customer  
message details between other  
Exchange Telephone Company locations

- per record transmitted ICB

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd) **MO. PUBLIC SERVICE COMM**

8.1.7 Rates and Charges (Cont'd)

Rates

(K) Transferring of rated customer message details between other Exchange Telephone Company locations,

- per record received

\$ .0030

(L) Data transmission of rated customer message details between other Exchange Telephone Company locations

- per record transmitted

ICB

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MISSOURI

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**NOV 7 1992**

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(M) Data transmission of rated customer message details between other Exchange Telephone locations,

- per record received

ICB

(N) Transferring of rated customer message details to a location designated by the customer,

- per record transferred

ICB

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8. Billing and Collection Services (Cont'd)

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8.1 Recording and Message Processing Service (Cont'd)

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8.1.7 Rates and Charges (Cont'd)

Rates

(M) Data transmission of rated customer  
message details between other  
Exchange Telephone locations,

- per record received

ICB

(N) Transferring of rated customer  
message details to a location  
designated by the customer,

- per record transferred

ICB

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MO. PUBLIC SERVICE COMM.

EFFECTIVE:

~~October 27, 1992~~

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September 17, 1992

BY: John L. Roe  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(O) Data transmission of rated customer message details to a location designated by the customer,

- per record transmitted

ICB

(P) Program Development Charge Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule and using the normal work force.)

ICB

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March 30, 2007

Mark D. Harper  
Director - State Regulatory  
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SPRINT MISSOURI, INC.  
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ACCESS SERVICE

Missouri Public  
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8. Billing and Collection Services (Cont'd)

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8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(O) Data transmission of rated customer  
message details to a location  
designated by the customer,

- per record transmitted

ICB

(P) Program Development Charge Basic,  
per hour (Applicable to work performed  
within the Telephone Company's  
normal work schedule and using the  
normal work force.)

ICB

(C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

**MO. PUBLIC SERVICE COMM**

8.1.7 Rates and Charges (Cont'd)

Rates

(O) Data transmission of rated customer message details to a location designated by the customer,

- per record transmitted

ICB

(P) Program Development Charge Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule and using the normal work force.)

\$75.00

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By *15E RP 455*  
**Public Service Commission**  
**MISSOURI**

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September 17, 1992

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**MO. PUBLIC SERVICE COMM**  
~~September 17, 1992~~  
**NOV 7 1992**

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(Q)	Program Development Charge Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force.)	ICB
(R)	Message Provisioning, per customer message	ICB

8.2 Billing Service

At the request of a customer, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the customer's request. When the customer supplies the input records, the Telephone Company will process the input records supplied by the customer as set forth in 8.2.1 following.

The Telephone Company will provide Billing Service only on the condition that it purchase the accounts receivable, if any, from the customer as set forth in 8.2.2 following.

The Telephone Company will not render bills under this tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that a customer offers.

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SPRINT MISSOURI, INC.  
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Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(Q) Program Development Charge Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force.)	ICB	(C)
--	-----	-----

(R) Message Provisioning, per customer message	ICB	(C)
---	-----	-----

8.2 Billing Service

At the request of a customer, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the customer's request. When the customer supplies the input records, the Telephone Company will process the input records supplied by the customer as set forth in 8.2.1 following.

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Missouri Public  
Service Commission

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Richard D. Lawson  
State Executive, External Affairs

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Missouri Public  
Service Commission

UNITED TELEPHONE COMPANY  
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ACCESS SERVICE

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**SEP 17 1992**

8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM**

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

Rates

(Q) Program Development Charge Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force.)	\$110.00
--	----------

(R) Message Provisioning, per customer message	\$ .005
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8.2 Billing Service

At the request of a customer, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the customer's request. When the customer supplies the input records, the Telephone Company will process the input records supplied by the customer as set forth in 8.2.1 following.

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Public Service Commission  
MISSOURI

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**MO. PUBLIC SERVICE COMM.**

ISSUED:  
September 17, 1992

BY: John L. Roe  
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Overland Park, KS 66211

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NOV 7 1992

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description

Bill Processing Service is the preparation of bills for message-billed service and bulk billed service, mailing of statements of the amounts due for services received from the customer and the collection of monies due from the end users. Bill Processing Service options include: Message-billed and bulk-billed account establishment, posting of rated messages and rate elements, rendering of bills, collection of monies, message inquiry, inquiry support service, receiving payments, maintenance of accounts, treatment of accounts, message investigation, bill messaging, bill insertion and record keeping, manual exchange carrier (EC) memo, mechanized exchange carrier (EC) memo, pre-billing message investigation, bill inquiry & collection (BAC) interface, billed revenue marketing information system (BRMIS) interface, and market analysis of revenue and customers (MARC) interface.

- (1) Message-Billed service is a Billing Service for an end user account where individual customer messages are posted to the account and are listed on the bill rendered to the end user.
- (2) Bulk-Billed service is a Billing Service for an end user account with a WATS Access Line or WATS-type Access Line where individual customer messages are not posted to the account and are not listed on the bill rendered to the end user.

A Bulk-Billed billing item is one unit of billable charges of the customer Bulk-Billed service offerings, such as each individually rated service or equipment components, or access lines, on a recurring or nonrecurring basis, which are separately identified on the end user bill.

ISSUED:  
March 30, 2007

Mark D. Harper  
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5454 W. 110th Street  
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UNITED TELEPHONE COMPANY  
OF MISSOURI

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## ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(A) General Description

Bill Processing Service is the preparation of bills for message-billed service and bulk billed service, mailing of statements of the amounts due for services received from the customer and the collection of monies due from the end users. Bill Processing Service options include: Message-billed and bulk-billed account establishment, posting of rated messages and rate elements, rendering of bills, collection of monies, message inquiry, inquiry support service, receiving payments, maintenance of accounts, treatment of accounts, message investigation, bill messaging, bill insertion and record keeping, manual exchange carrier (EC) memo, mechanized exchange carrier (EC) memo, pre-billing message investigation, bill inquiry & collection (BAC) interface, billed revenue marketing information system (BRMIS) interface, and market analysis of revenue and customers (MARC) interface.

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- (2) Bulk-Billed service is a billing service for an end user account with a WATS Access Line or WATS-type Access Line where individual customer messages are not posted to the account and are not listed on the bill rendered to the end user.

A Bulk-Billed billing item is one unit of billable charges of the customer Bulk-Billed service offerings, such as each individually rated service or equipment components, or access lines, on a recurring or nonrecurring basis, which are separately identified on the end user bill.

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BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (3) Posting of rated messages is the processing for billing of rated messages. Application of appropriate customer Rates and Charges to all such rate elements is also included when requested by the customer. The rating may be performed by the Telephone Company, another entity or the customer.
- (4) Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the end user for customer message-billed and bulk-billed services. These statements may, at Telephone Company choice, be included as part of the regular monthly bill for local telephone exchange service mailed to the end user.
- (5) Account establishment is the preparation of a customer's end user record so that a bill can be sent to that end user.
- (6) Message inquiry is the answering of end user questions about charges billed for customer services and applications of credits and adjustments to end user accounts and review of customer messages removed from an end user's bill.
- (7) Inquiry Support service is the answering of questions from and providing investigative support to the customer's service centers, as well as providing for the proper application of credits and adjustments to the customer's end user accounts.
- (8) Manual Exchange Carrier (EC) memo is a document provided by the customer which gives the Telephone Company authority to establish or alter billing information on the customer end user accounts, i.e., set up billing for calling plans, credit cards, adjust old denied toll from customer accounts.

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (3) Posting of rated messages is the processing for billing of rated messages. Application of appropriate customer rates and charges to all such rate elements is also included when requested by the customer. The rating may be performed by the Telephone Company, another entity or the customer.
- (4) Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the end user for customer message-billed and bulk-billed services. These statements may, at Telephone Company choice, be included as part of the regular monthly bill for local telephone exchange service mailed to the end user.
- (5) Account establishment is the preparation of a customer's end user record so that a bill can be sent to that end user.
- (6) Message inquiry is the answering of end user questions about charges billed for customer services and applications of credits and adjustments to end user accounts and review of customer messages removed from an end user's bill.
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MO. PUBLIC SERVICE COMM.

ISSUED:  
September 17, 1992

BY: John L. Roe  
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5454 West 110th Street  
Overland Park, KS 66211

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NOV 7 1992

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (9) Mechanized Exchange Carrier (EC) Memo is an adjustment made by the customer to one of the customer's end user accounts.
- (10) Receiving payment and maintenance of accounts is the collecting of monies from end users for services furnished by the customer and maintenance of records of all transactions.
- (11) Treatment of accounts is the forwarding of notices of delinquent or unpaid end user and posting of credits and adjustments.
- (12) Message Investigation is that activity undertaken by the Telephone Company to secure, or attempt to secure, proper billing information for customer messages.
- (13) Pre-Billing Message Investigation is the investigation of Toll messages which are unbillable to a customer.

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Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (9) Mechanized Exchange Carrier (EC) Memo is an adjustment made by the customer to one of the customer's end user accounts.
- (10) Receiving payment and maintenance of accounts is the collecting of monies from end users for services furnished by the customer and maintenance of records of all transactions.
- (11) Treatment of accounts is the forwarding of notices of delinquent or unpaid end user and posting of credits and adjustments.
- (12) Message Investigation is that activity undertaken by the Telephone Company to secure, or attempt to secure, proper billing information for customer messages.
- (13) Pre-Billing Message Investigation is the investigation of Toll messages which are unbillable to a customer.

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NOV 7 1992



ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (14) Bill Messaging is customer provided information that printed to the customer end users bill page. Bill messages will only appear on end user's bill pages where charges have been incurred for the current month. The customer is responsible for delivering the Bill Message information in the form in which it is to be printed to the location specified by the Telephone Company. Bill Messaging is comprised of the following message types:
  - (a) Marketing Message is the printing of the customer provided message in the Customer Information Area of the customer's end user bill.
  - (b) Comparative Messaging is the printing of customer provided information in other areas of the customer's end user bill.
- (15) Bill Insert is the inclusion of customer provided information into the customer's end user bill mailings.
- (16) Record Keeping is the updating and retention of customer accounts established by telephone companies for a customer. This service will be provided for all customers for which the Telephone Company provides Bill Rendering service to a customer.
- (17) Billing Inquiry and Collection (BAC) Interface is the transmission of data to the IC for customers who receive bills from the Telephone Company for the IC's services or products.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

(18) Billed Revenue Marketing Information System (BRMIS) Interface is the transmission of marketing information to the customer for business end users who receive bills from the Telephone Company for the customer's services or products.

(19) Market Analysis of Revenue and Customers (MARC) Interface is the transmission of marketing information to the customer for residential end users who receive bills from the Telephone Company for the customer's services or products.

(B) Undertaking of the Telephone Company

(1) When Bill Processing is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (2) through (12) and (15) through (18) following at rates and charges set forth in 8.2.1 (G) following. The Telephone Company will establish an end user account with any customer balance due.

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MO. PUBLIC SERVICE COMM.

ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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Original Page 460

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

(14) Bill Messaging is customer provided information that printed to the customer end users bill page. Bill messages will only appear on end user's bill pages where charges have been incurred for the current month. The customer is responsible for delivering the Bill Message information in the form in which it is to be printed to the location specified by the Telephone Company. Bill Messaging is comprised of the following message types:

(a) Marketing Message is the printing of the customer provided message in the Customer Information Area of the customer's end user bill.

(b) Comparative Messaging is the printing of customer provided information in other areas of the customer's end user bill.

(15) Bill Insert is the inclusion of customer provided information into the customer's end user bill mailings.

(16) Record Keeping is the updating and retention of customer accounts established by telephone companies for a customer. This service will be provided for all customers for which the Telephone Company provides Bill Rendering service to a customer.

(17) Billing Inquiry and Collection (BAC) Interface is the transmission of data to the IC for customers who receive bills from the Telephone Company for the IC's services or products.

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September 17, 1992

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(A) General Description (Cont'd)

- (18) Billed Revenue Marketing Information System (BRMIS) Interface is the transmission of marketing information to the customer for business end users who receive bills from the Telephone Company for the customer's services or products.
- (19) Market Analysis of Revenue and Customers (MARC) Interface is the transmission of marketing information to the customer for residential end users who receive bills from the Telephone Company for the customer's services or products.

(B) Undertaking of the Telephone Company

- (1) When Bill Processing is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (2) through (12) and (15) through (18) following at Rates and Charges set forth in 8.2.1 (G) following. The Telephone Company will establish an end user account with any customer balance due.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(B) Undertaking of the Telephone Company (Cont'd)

## (1) (Cont'd)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in 8.2.1(G) following.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Recording and Message Processing Service as set forth in 8.1 preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) (Cont'd)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

(2) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in 8.2.1(G) following.

(3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Recording and Message Processing Service as set forth in 8.1 preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(3) (Cont'd)

the standard format established by the Telephone Company. Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.2.1(G)(17) and (18) following apply for the hours required to design, develop, test and maintain the necessary programs. The recording, editing and assembly, and rating charges, as set forth in 8.1.7(A), (F) and (G) preceding, applies in addition to all other charges for rated customer messages converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change. If the customer requests the customer provided rated messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in 8.2.1(G) following will apply.

(4) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

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Original Page 463

ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(3) (Cont'd)

the standard format established by the Telephone Company. Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.2.1(G)(17) and (18) following apply for the hours required to design, develop, test and maintain the necessary programs. The recording, editing and assembly, and rating charges, as set forth in 8.1.7(A), (F) and (G) preceding, applies in addition to all other charges for rated customer messages converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change. If the customer requests the customer provided rated messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in 8.2.1(G) following will apply.

(4) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from a customer, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis. Program development charges, as set forth in 8.2.1(G)(17) and (18) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the customer services.
- (6) The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the customer as set forth in 8.2.2 following.
- (7) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in 8.4 following.
- (8) The Telephone Company will, provide message-billed Bill Processing Service with inquiry and bulk-billed Bill Processing Service with inquiry. The Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of customer's service charges, except customer deposits prior and customer balances due from end users, in accordance with written instructions furnished by the Customer.
- (9) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from a customer, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis. Program development charges, as set forth in 8.2.1(G)(17) and (18) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the customer services.
- (6) The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the customer as set forth in 8.2.2 following.
- (7) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in 8.4 following.
- (8) The Telephone Company will, provide message-billed Bill Processing Service with inquiry and bulk-billed Bill Processing Service with inquiry. The Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of customer's service charges, except customer deposits prior and customer balances due from end users, in accordance with written instructions furnished by the Customer.
- (9) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (10) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in 8.2.1(G) following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the rated customer messages which cannot be billed to an end user will be reviewed for unauthorized use of customer service by the Telephone Company message investigation groups for a period of up to 90 days after the rated customer message was processed.
- (11) The Telephone Company will post rated customer messages to the appropriate end user account when it identifies a customer message to be billed to an end user. The Telephone Company will bill to an end user other customer message-billed service charges, such as blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

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Original Page 465

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(10) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in 8.2.1(G) following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the rated customer messages which cannot be billed to an end user will be reviewed for unauthorized use of customer service by the Telephone Company message investigation groups for a period of up to 90 days after the rated customer message was processed.

(11) The Telephone Company will post rated customer messages to the appropriate end user account when it identifies a customer message to be billed to an end user. The Telephone Company will bill to an end user other customer message-billed service charges, such as blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

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September 17, 1992

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(12) The Telephone Company will establish an end user account for customer bulk-billed service when it receives an order from a customer to perform such activity for a specific end user. The Telephone Company will bill customer bulk-billed rate elements, when it receives an order for such services from an customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Recording and Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

(13) Where the rates for customer services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.

(14) The Telephone Company will provide Billing Services under a Special Order. The format of this Special Order will be specified by the Telephone Company.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(B) Undertaking of the Telephone Company (Cont'd)

- (15) Bill Messaging content is subject to approval by the Telephone Company.
- (a) Marketing Message - where appropriate software exists in the customer's system, the customer can direct the message to the appropriate end user. The Telephone Company will direct the message to the appropriate end user for those customers that do not have the appropriate software.
- (b) Comparative Messaging - this messaging capability requires the development of commercial software within the Telephone Company's system to establish selectivity for printing this message, based on the end user's billing activity and/or usage of the Carriers Service. The Telephone Company's costs for development of the software is recovered under the rates identified in the tariff for Program Development Charges.
- (16) Bill Insert Service - Bill Inserts will only be provided to end users which have presubscribed (PIC'd) their account to the particular customer. Bill Insert Service is only available at the customer's request and for those customers that have ordered Bill Processing Service and where the Telephone Company provides these services to 80% or more of the customer's PIC'd residential customer bases. The customer is responsible for delivering the Bill Inserts in accordance with Company insert stock restrictions and to the location specified by the Company. Content of Bill Inserts is subject to approval by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(15) Bill Messaging content is subject to approval by the Telephone Company.

(a) Marketing Message - where appropriate software exists in the customer's system, the customer can direct the message to the appropriate end user. The Telephone Company will direct the message to the appropriate end user for those customer that do not have the appropriate software.

(b) Comparative Messaging - this messaging capability requires the development of commercial software within the Telephone Company's system to establish selectivity for printing this message, based on the end user's billing activity and/or usage of the Carriers Service. The Telephone Company's costs for development of the software is recovered under the rates identified in the tariff for Program Development Charges.

(16) Bill Insert Service - Bill Inserts will only be provided to end users which have presubscribed (PIC'd) their account to the particular customer. Bill Insert Service is only available at the customer's request and for those customers that have ordered Bill Processing Service and where the Telephone Company provides these services to 80% or more of the customer's PIC'd residential customer bases. The customer is responsible for delivering the Bill Inserts in accordance with Company insert stock restrictions and to the location specified by the Company. Content of Bill Inserts is subject to approval by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (17) Inquiry Support Service for those instances where a customer assumes responsibility for the performance of customer inquiry functions, (for customer services and application of credits and adjustments to end user accounts). Inquiry Support Services comprises the following specific functions:
- (a) Response to questions from the customer's service centers relating to the bill issued by the Telephone Company, for the purpose of either verifying information on the bill or acquiring information not on the bill or previously provided, in support of an inquiry by the end user to the customer:
  - (b) Receipt and processing of paper memorandums from the customer for the purpose of applying adjustments to end user accounts and providing confirmation to the customer that the adjustment has been processed:
  - (c) Performance of post-billing message investigation as requested by the carrier.
- (18) The Telephone Company will provide Record Keeping to the customer for all end users for which the Telephone Company provides Bill Rendering and Bulk-Billed Rendering services to the customer. End User customer will not reflect any previous balances due for carrier services.

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Bill Processing Service is as follows:

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Original Page 468

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(17) Inquiry Support Service for those instances where a customer assumes responsibility for the performance of customer inquiry functions, (for customer services and application of credits and adjustments to end user accounts). Inquiry Support Services comprises the following specific functions:

(a) Response to questions from the customer's service centers relating to the bill issued by the Telephone Company, for the purpose of either verifying information on the bill or acquiring information not on the bill or previously provided, in support of an inquiry by the end user to the customer:

(b) Receipt and processing of paper memorandums from the customer for the purpose of applying adjustments to end user accounts and providing confirmation to the customer that the adjustment has been processed:

(c) Performance of post-billing message investigation as requested by the carrier.

(18) The Telephone Company will provide Record Keeping to the customer for all end users for which the Telephone Company provides Bill Rendering and Bulk-Billed Rendering services to the customer. End User customer will not reflect any previous balances due for carrier services.

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Bill Processing Service is as follows:

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (1) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding.

If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be estimated as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided to a customer, the Telephone Company will make every reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer.
- (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service.

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (1) If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding.

If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be estimated as set forth in 8.1.3(A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided to a customer, the Telephone Company will make every reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer.

- (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service.

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ISSUED:  
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BY: John L. Roe  
Vice President - Administration  
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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

(4) In the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company.

(D) Obligations of the Customer

(1) The customer shall order Bill Processing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

At the time Bill Processing Service is initially ordered, the customer shall order the service for a minimum of 18 calendar months. Thereafter, upon six months' written notice, additional service may be ordered for one calendar year at the rates and charges as set forth in 8.2.1(G) following. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services for another calendar year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in 8.2.1(G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

(2) When Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for the calendar year or fraction thereof, an

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(2) (Cont'd)

estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed. The customer, at its option, may order additional message capacity required to bill the additional messages subject to the Subscription Period of service of one full calendar year (at the additional level of capacity ordered).

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for each calendar year or fraction thereof, an estimate of the number of end user bills (bill capacity) for which billing is to be provided.

- (3) The customer shall furnish all information necessary for the Telephone Company to provide the Bill Processing Service, including any per month service charges applicable to an end user and an affidavit that states whether the customer service is subject to any Federal taxes and/or State taxes.
- (4) Reserved For Future Use
- (5) The customer shall be responsible for all contact and arrangements, including customer deposits and prior customer balances due from end users, with its end users concerning the provision and maintenance of the customer's service.
- (6) The customer shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of end user questions about bills.

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(2) (Cont'd)

estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed. The customer, at its option, may order additional message capacity required to bill the additional messages subject to the subscription period of service of one full calendar year (at the additional level of capacity ordered).

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for each calendar year or fraction thereof, an estimate of the number of end user bills (bill capacity) for which billing is to be provided.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

- (7) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (8) When the customer furnishes recorded and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.
- (9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's services for which the Telephone Company provides billing for the customer. The customer will notify its end users through its tariffs or other means that the Telephone Company will collect customer service deposits. The customer will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect end user service deposits.

(E) Payment Arrangements and Audit Provision

(1) Audit Provision

Upon 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 determined by the Telephone Company, all such records and accounts as may under recognized accounting

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(7) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.

(8) When the customer furnishes recorded and/or rated customer message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.

(9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's services for which the Telephone Company provides billing for the customer. The customer will notify its end users through its tariffs or other means that the Telephone Company will collect customer service deposits. The customer will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect end user service deposits.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(E) Payment Arrangements and Audit Provision (Cont'd)(1) Audit Provision (Cont'd)

practices contain information bearing upon 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.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and 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.

(2) Subscription Period

The Subscription Period for which Bill Processing Service is provided and for which charges apply is 18 months. If the customer orders Bill Processing Service to begin on other than January 1, the Subscription Period expires one year from the subscription date.

If the service is discontinued prior to the end of the period ordered, monthly charges as specified in (3) following apply for each remaining month and fraction of a month.

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(1) Audit Provision (Cont'd)

practices contain information bearing upon 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.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and 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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The subscription period for which Bill Processing Service is provided and for which charges apply is 18 months. If the customer orders Bill Processing Service to begin on other than January 1, the subscription period expires one year from the subscription date.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Monthly Charges

Bill Processing Service is subject to Minimum Monthly Charges. For message-billed service processing, the minimum monthly charge is the product of one-twelfth of the largest message capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D) (2) preceding and the message-billed service processing rate times 0.5 for each month of the period ordered. For invoice billing and collection processing, the minimum monthly charge is the product of one-twelfth of the largest bill capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the invoice billing and collection processing rate times .75.

(4) Cancellation of a Special Order

A customer may cancel a Special Order for Bill Processing Service prior to the date the Telephone Company is scheduled to enter the initial order details into its order distribution system, and no charges will apply. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within ten days.

When a customer cancels a Special Order for Bill Processing Service after the date the Telephone Company is scheduled to enter the initial order details into its

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Monthly Charges

Bill Processing Service is subject to minimum monthly charges. For message-billed service processing, the minimum monthly charge is the product of one-twelfth of the largest message capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the message-billed service processing rate times 0.5 for each month of the period ordered. For invoice billing and collection processing, the minimum monthly charge is the product of one-twelfth of the largest bill capacity per calendar year, or annualized for fractions of a year, furnished by the customer as set forth in (D)(2) preceding and the invoice billing and collection processing rate times .75.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)(E) Payment Arrangements and Audit Provision (Cont'd)(4) Cancellation of a Special Order (Cont'd)

order distribution system, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes to Special Orders

When a customer requests changes to a pending Special Order for Bill Processing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

(1) The Bill Processing Service message charges apply to all messages billed by the Telephone Company. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.

(2) During any monthly period in which the actual customer messages or invoices billed exceeds by 50% of one-twelfth of the capacity ordered by the customer, additional charges apply. For message-billed service processing, the additional message-billed service processing charge applies to all messages exceeding one-twelfth of the message capacity ordered. For invoice billing and collection processing, the additional invoice billing and collection processing charge applies to all invoices exceeding one-twelfth of the bill capacity ordered.

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## ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)8.2.1 Bill Processing Service (Cont'd)

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(E) Payment Arrangements and Audit Provision (Cont'd)(4) Cancellation of a Special Order (Cont'd)

order distribution system, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes to Special Orders

When a customer requests changes to a pending Special Order for Bill Processing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

- (1) The Bill Processing Service message charges apply to all messages billed by the Telephone Company. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.
- (2) During any monthly period in which the actual customer messages or invoices billed exceeds by 50% of one-twelfth of the capacity ordered by the customer, additional charges apply. For message-billed service processing, the additional message-billed service processing charge applies to all messages exceeding one-twelfth of the message capacity ordered. For invoice billing and collection processing, the additional invoice billing and collection processing charge applies to all invoices exceeding one-twelfth of the bill capacity ordered.

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EFFECTIVE:

~~October 17, 1992~~

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The customer, at its option, may order additional message or bill capacity required to bill the additional messages subject to the subscription period and Minimum Monthly Charges as set forth in (E)(2) and (E)(3) preceding.

(3) The invoice billing and collection processing message-billed service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing-message-billed service charge times 0.5 applies each month.

(4) An invoice billing and collection processing bulk-billed service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing bulk-billed service charge times 0.5 applies each month.

(5) The end user account activity charge applies whenever an end user account is established or changed pursuant to a customer order or whenever a nonrecurring or recurring customer rate element is added or changed in the account.

An end user account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The customer, at its option, may order additional message or bill capacity required to bill the additional messages subject to the subscription period and minimum monthly charges as set forth in (E)(2) and (E)(3) preceding.

(3) The invoice billing and collection processing message-billed service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the invoice billing and collection processing-message-billed service charge times 0.5 applies each month.

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (6) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (7) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (8) The Marketing Message charge applies for all invoices processed by the Telephone Company, whether they are included on the invoice or not.
- (9) In the event the carrier requests data for Message Investigation that has previously been successfully provided by the Telephone Company, the data will be provided at a charge.

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

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8.2.1 Bill Processing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (6) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (7) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (8) The Marketing Message charge applies for all invoices processed by the Telephone Company, whether they are included on the invoice or not.
- (9) In the event the carrier requests data for Message Investigation that has previously been successfully provided by the Telephone Company, the data will be provided at a charge.

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MO. PUBLIC SERVICE COMM.

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Vice President - Administration  
5454 West 110th Street  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>
(1) Message-billed processing, - per customer message	ICB
(2) Message Inquiry - per customer message	ICB
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	ICB

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SPRINT MISSOURI, INC.  
d/b/a Sprint

First Revised Page 478  
Cancels Original Page 478

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>	
(1) Message-billed processing, - per customer message	ICB	(C)
(2) Message Inquiry - per customer message	ICB	(C)
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	ICB	(C)

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ISSUED:  
November 30, 1999

Richard D. Lawson  
State Executive, External Affairs

EFFECTIVE:  
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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges

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The rates and charges are:

	<u>Rates</u>
(1) Message-billed processing, - per customer message	\$.0243
(2) Message Inquiry - per customer message	\$.0083
(3) Additional message-billed processing, above the message capacity ordered and allowance specified, - per customer message	\$.0024

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DEC 30 1999

By *1st RP 478*  
**Public Service Commission**  
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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(4) Inquiry Support Service - per customer message	ICB
(5) Bulk-billed processing, - per customer message	ICB

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	
(4) Inquiry Support Service - per customer message	ICB	(C)
(5) Bulk-billed processing, - per customer message	ICB	(C)

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November 30, 1999

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(4) Inquiry Support Service -per customer message	\$.00176
(5) Bulk-billed processing, -per customer message	\$.0062

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

		<u>Rates</u>
(6)	Bulk-billed Inquiry	
	- per customer bill	ICB
(7)	Additional bulk-billed processing, above the message capacity ordered and allowance specified,	
	- per customer	ICB

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Mark D. Harper  
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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	
(6) Bulk-billed Inquiry		
- per customer bill	ICB	(C)
(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,		
- per customer	ICB	(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(6) Bulk-billed Inquiry

- per customer bill \$4.75

(7) Additional bulk-billed processing, above the message capacity ordered and allowance specified,

- per customer message \$.0006

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed service,

- per bill rendered for an end user account

ICB

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed  
service,

- per bill rendered for  
an end user account

ICB

(C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(8) Reserved for Future Use

(9) Bill rendering, message-billed  
service,

- per bill rendered for  
an end user account

\$ .2016

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

- |      |  |     |
|------|--|-----|
| (10) | Bill rendering, bulk-billed service,<br><br>- per bill rendered for an end user account  | ICB |
| (11) | Additional bill rendering, message-billed service, above the bill capacity ordered and allowance specified,<br><br>- per bill rendered for an end user account | ICB |

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(10) Bill rendering, bulk-billed  
service,

- per bill rendered for an  
end user account

ICB (C)

(11) Additional bill rendering,  
message-billed service,  
above the bill capacity  
ordered and allowance  
specified,

- per bill rendered for  
an end user account

ICB (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

**MO. PUBLIC SERVICE COMM**

(G) Rates and Charges (Cont'd)

Rates

(10) Bill rendering, bulk-billed service,

- per bill rendered for an end user account

\$ .2016

(11) Additional bill rendering, message-billed service, above the bill capacity ordered and allowance specified,

- per bill rendered for an end user account

\$ .0202

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(12) Additional bill rendering,  
bulk-billed service, above  
the bill capacity ordered  
and allowance specified,

- per bill rendered for  
an end user account

ICB

(13) Retention of records under  
accounting orders,

- per order per month

ICB

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

RECD NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(12) Additional bill rendering,  
bulk-billed service, above  
the bill capacity ordered  
and allowance specified,

- per bill rendered for  
an end user account

ICB (C)

(13) Retention of records under  
accounting orders,

- per order per month

ICB

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM.**

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(12) Additional bill rendering,  
bulk-billed service, above  
the bill capacity ordered  
and allowance specified,

- per bill rendered for  
an end user account

\$.0202

(13) Retention of records under  
accounting orders,

- per order per month

ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(14) End user account activity, special order charge to receive end user account data	
- per special order	ICB
(15) End user account activity, end user account establishment or change,	
- per separate customer request	ICB

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(14) End user account activity,  
special order charge to receive  
end user account data

- per special order

ICB

(15) End user account activity,  
end user account establishment  
or change,

- per separate customer request

ICB

(C)

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM**

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(14) End user account activity,  
special order charge to receive  
end user account data

- per special order

ICB

(15) End user account activity,  
end user account establishment  
or change,

- per separate customer request

\$12.00

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.	
- per separate customer	ICB
(17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force).	ICB
(18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force).	ICB

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.

- per separate customer ICB (C)

(17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force).

ICB (C)

(18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force).

ICB (C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

- (16) End user account activity, end user account establishment or record change in conjunction with other end user account activity.  
- per separate customer \$5.00
- (17) Program development charge, Basic, per hour (Applicable to work performed within the Telephone Company's normal work schedule using the normal work force). \$75.00
- (18) Program development charge, Premium, per hour (Applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force). \$110.00

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(19) Bill Messaging	
(a) Marketing Message, per message, per bill	ICB
(b) Comparative Message, per message, per bill	ICB
(20) Bill Insert Service, per insert, per bill	
Bill Insert Volumes*	
1 to 5,000	ICB
5,001 to 20,000	ICB
20,001 to 75,000	ICB
75,001 to 150,000	ICB
150,001 to 300,000	ICB
Greater than 300,000	ICB

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping, - per customer account	ICB
(22) Manual Exchange Carrier (EC) Memo, - per EC Memo	ICB
(23) Mechanized Exchange Carrier (EC) Memo, - per EC Memo	ICB
(24) Pre-Billing Message Investigation per - bill processed message	ICB
(25) Billing Inquiry And Collection (BAC) - Interface, per customer account	ICB

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

REC'D NOV 30 1999

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	(T)
(19) Bill Messaging		
(a) Marketing Message, per message, per bill	ICB	(C)
(b) Comparative Message, per message, per bill	ICB	(C)
(20) Bill Insert Service, per insert, per bill		
Bill Insert Volumes*		(T)
1 to 5,000	ICB	(C)
5,001 to 20,000	ICB	(C)
20,001 to 75,000	ICB	(C)
75,001 to 150,000	ICB	(C)
150,001 to 300,000	ICB	(C)
Greater than 300,000	ICB	(C)

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping, - per customer account	ICB	(C)
(22) Manual Exchange Carrier (EC) Memo, per EC Memo	ICB	(C)
(23) Mechanized Exchange Carrier (EC) Memo, per EC Memo	ICB	(C)
(24) Pre-Billing Message Investigation per bill processed message	ICB	(C)
(25) Billing Inquiry And Collection (BAC) Interface, per customer account	ICB	(C)

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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

(19) Bill Messaging

(a) Marketing Message, per message, per bill \$ .025

(b) Comparative Message, per message, per bill \$ .03

(20) Bill Insert Service, per insert, per bill

Bill Insert Volumes*	Rates
1 to 5,000	\$600.00 flat fee
5,001 to 20,000	\$ .11 per insert
20,001 to 75,000	\$ .10 per insert
75,001 to 150,000	\$ .09 per insert
150,001 to 300,000	\$ .08 per insert
Greater than 300,000	\$ .07 per insert

\* Prior to the application of rates, a PIU factor is applied to determine state/intrastate volumes.

(21) Record Keeping,  
-per customer account \$ .035

(22) Manual Exchange Carrier (EC) Memo,  
per EC Memo \$ 2.00

(23) Mechanized Exchange Carrier (EC) Memo,  
per EC Memo \$ .25

(24) Pre-Billing Message Investigation per  
bill processed message \$ .0025

(25) Billing Inquiry And Collection (BAC)  
Interface, per customer account \$ .05

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September 17, 1992

BY: John L. Roe  
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5454 West 110th Street  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

Rates

(26)	Billed Revenues Marketing Information - System (BRMIS) Interface, per account	ICB
(27)	Market Analysis of Revenue and Customers - (MARC), per account	ICB

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The Purchase of Accounts Receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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Mark D. Harper  
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8. Billing and Collection Services (Cont'd)

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

Rates (T)

(G) Rates and Charges (Cont'd)

(26) Billed Revenues Marketing Information System (BRMIS) Interface, per account	ICB	(C)
(27) Market Analysis of Revenue and Customers (MARC), per account	ICB	(C)

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The purchase of accounts receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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8.2 Billing Service (Cont'd)

8.2.1 Bill Processing Service (Cont'd)

(G) Rates and Charges (Cont'd)

- (26) Billed Revenues Marketing Information System (BRMIS) Interface, per account \$ .035
- (27) Market Analysis of Revenue and Customers (MARC), per account \$ .035

8.2.2 Purchase of Accounts Receivable

The Telephone Company will purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The purchase of accounts receivable will be limited to amounts due the customer when the Telephone Company provides Bill Processing Service for that customer. After a customer orders Bill Processing Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable.

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## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.2 Purchase of Accounts Receivable (Cont'd)

The Telephone Company's purchase of a customer's accounts receivable shall be with Recourse Adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each customer for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make Recourse Adjustments to the Total Current Amount Billed as follows:

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, under terms mutually agreed to by both the customer and the

ISSUED:  
March 30, 2007

Mark D. Harper  
Director - State Regulatory  
5454 W. 110th Street  
Overland Park, Kansas 66211

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

SEP 17 1992

8.2 Billing Service (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2.2 Purchase of Accounts Receivable (Cont'd)

The Telephone Company's purchase of a customer's accounts receivable shall be with recourse adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each customer for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make recourse adjustments to the Total Current Amount Billed as follows:

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, under terms mutually agreed to by both the customer and the

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MO. PUBLIC SERVICE COMM.

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September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.2 Purchase of Accounts Receivable (Cont'd)(B) Recourse Adjustments (Cont'd)(1) End User Adjustments (Cont'd)

Telephone Company, the Telephone Company may subtract from the Total Current Amount Billed an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users that are unpaid and have been added to the uncollectible accounts of the Telephone Company. The Telephone Company will perform periodic studies to adjust the customer uncollectible factor for end user payment experience.

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(1) End User Adjustments (Cont'd)

Telephone Company, the Telephone Company may subtract from the Total Current Amount Billed an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users that are unpaid and have been added to the uncollectible accounts of the Telephone Company. The Telephone Company will perform periodic studies to adjust the customer uncollectible factor for end user payment experience.

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MO. PUBLIC SERVICE COMM.

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September 17, 1992

BY: John L. Roe  
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EFFECTIVE:

~~October 1, 1992~~  
NOV 7 1992

Cancelled  
April 30, 2007  
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Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer

(1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day, except as provided herein, the Telephone Company will remit payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or National Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

(2) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 31 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

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SEP 17 1992

8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer

(1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day, except as provided herein, the Telephone Company will remit payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or National Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

(2) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 31 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

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ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

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Cancelled  
April 30, 2007  
Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

(a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or

(b) 0.000407 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account. (R)

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

ISSUED:  
February 27, 2017

Gary L. Kepley  
Director, Regulatory Operations  
600 New Century Parkway  
New Century, Kansas 66031

EFFECTIVE:  
April 1, 2017

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or
- (b) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account.

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

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March 30, 2007

Mark D. Harper  
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Missouri Public  
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OF MISSOURI

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

(a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or

(b) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company posts the end user account.

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company.

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September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
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Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.2 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

8.3 Billing Analysis Service

At the request of a customer, the Telephone Company upon reasonable notice and with reasonable effort will provide Billing Analysis Service for detection, investigation and deterrence of billing evasion activities.

The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications services.

Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and customer service offerings, and unauthorized use of Telephone Company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

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March 30, 2007

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Overland Park, Kansas 66211

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OF MISSOURI

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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.2 Billing Service (Cont'd)

8.2.2 Purchase of Accounts Receivable (Cont'd)

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.2 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

8.3 Billing Analysis Service

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Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and customer service offerings, and unauthorized use of Telephone Company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

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MO. PUBLIC SERVICE COMM.

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ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
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Missouri Public  
Service Commission

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.1 General Description (Cont'd)

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

8.3.2 Undertaking of the Telephone Company

- (A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the customer the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at Rates and Charges as set forth in 8.3.7 following.
- (B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from a customer specifying the central office where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multi-frequency signals may be undertaken at the request of the authorized Security representative of the customer to meet the needs of the customer. Such special construction will be provided as set forth in Section 14. of this tariff.

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March 30, 2007

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Director - State Regulatory  
5454 W. 110th Street  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

MO. PUBLIC SERVICE COMM.

8.3 Billing Analysis Service (Cont'd)

8.3.1 General Description (Cont'd)

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

8.3.2 Undertaking of the Telephone Company

(A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the customer the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at rates and charges as set forth in 8.3.7 following.

(B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from a customer specifying the central office where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multi-frequency signals may be undertaken at the request of the authorized Security representative of the customer to meet the needs of the customer. Such special construction will be provided as set forth in Section 14. of this tariff.

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NOV 7 1992

MO. PUBLIC SERVICE COMM.

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~~October 1, 1992~~

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ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

Cancelled  
April 30, 2007  
Missouri Public  
Service Commission

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

- (1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.
- (2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout and sent to the authorized

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March 30, 2007

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Director - State Regulatory  
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ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

- (1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.
- (2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout and sent to the authorized (C)

Missouri Public  
Service Commission

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ISSUED:  
February 16, 1999

Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

EFFECTIVE:  
March 18, 1999

Cancelled

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OF MISSOURI

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8. Billing and Collection Services (Cont'd)

**MO. PUBLIC SERVICE COMM.**

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the customer. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office. Alternatively, for an office requested by the customer, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.

(2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout or microfiche at the discretion of the

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MAR 18 1998  
By *SRSH94*  
Public Service Commission  
MISSOURI

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**NOV 7 1992**

**MO. PUBLIC SERVICE COMM.**

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**NOV 7 1992**

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September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211



ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Security representative of the customer by registered first class U.S. Mail service. However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

(C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the customer specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided may include the provision of an identification report, collection of evidence, provision of a detection and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, assistance to law enforcement agencies and provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an customer's billing evasion control programs.

(1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the customer's service in a report to the authorized Security representative of the customer for each line or billing evasion activity specified by the customer.

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ACCESS SERVICE

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

MO. PUBLIC SERVICE COMM

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Security representative of the customer by registered first class U.S. Mail service. (C)  
However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

(C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the customer specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided may include the provision of an identification report, collection of evidence, provision of a detection and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, assistance to law enforcement agencies and provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an customer's billing evasion control programs.

(1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the customer's service in a report to the authorized Security representative of the customer for each line or billing evasion activity specified by the customer.

Missouri Public  
Service Commission

FILED MAR 18 1999

ISSUED:  
February 16, 1999

Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

EFFECTIVE:  
March 18, 1999

ACCESS SERVICE

**RECEIVED**

**SEP 17 1992**

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

**MO. PUBLIC SERVICE COMM.**

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(2) (Cont'd)

Telephone Company and sent to the authorized Security representative of the customer by registered first class U.S. Mail service. However, an authorized Security representative of the customer may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the customer by a written report and/or a telephonic report within six working days after the end of the weekly scan.

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**FILED**

**NOV 7 1992**

**MO. PUBLIC SERVICE COMM.**

ISSUED:  
September 17, 1992

BY: John L. Roe  
Vice President - Administration  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:

**NOV 7 1992**

**CANCELLED**

MAR 18 1998  
By *LSRS #495*  
Public Service Commission  
MISSOURI