

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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REC'D SEP 09 1999

5.4 Other Service Arrangements

1. Military Phone Center

A. Service Description

Military Phone Center Service is an outbound Military Switched Network Communications service whereby transient users (i.e., soldiers on military bases) place one or more calls from designated phone centers owned and/or operated by the company on its agent. Phone centers consist of kiosks or similar facilities containing specialized public telephones. The phone centers are operated by the company or agent personnel under contract with a host facility (typically a military base). Calls are timed and users pay for services rendered before leaving the facility. Calls are billed in one minute increments with a one minute minimum applied. Payment may be made in cash, by credit card or by personal check. The company reserves the right to request reasonable assurance of creditworthiness before accepting credit cards or personal checks. However, customers need not presubscribe or contract for service, other than their agreement hereunder to pay for services rendered on a per call basis. No minimum commitment is required. The following per minute rates will apply.

B. Usage Charges

<u>Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
All Bands	\$.2270	\$.2070	\$.1650

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NOV 30 1999
99 - 588
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Public Service Commission

Issued: September 9, 1999

Effective: [REDACTED]

NOV 30 1999

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CANCELLED
May 16, 2009
Missouri Public
Service Commission
JX-2009-0735

Missouri Public
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REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements

2. Home Advantage Services

A. Description

Home Advantage Services offer outbound, direct dial long distance service for residential customers. Home Advantage is a flat-rated service offering peak and off-peak rates. Domestic, International and Calling Card Services are available with Home Advantage.

.1 Home Advantage Organizational Program

The Home Advantage program is a benefit package offered in conjunction with Home Advantage Service, which allows the individual users who are members or employees of the participating organizations to receive additional product discounts, if program parameters are met. Members who elect to participate in the Home Advantage Organizational Program will receive Home Advantage products and the TalkAround Calling Card.

Group members will receive a five percent (5%) discount off Home Advantage tariffed rates listed in Section 5.4.2.B.1 (following). The rates for the TalkAround Calling Card service can be found in Section 5.3.4.B of this tariff.

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NOV 30 1999
99 - 588

MISSOURI
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Issued: September 9, 1999

Effective: ~~September 9, 1999~~

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Suite 3200
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NOV 30 1999

Missouri Public
Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

2. Home Advantage Services (Cont'd)

A. Description (Cont'd)

.1 Home Advantage Organizational Program (Cont'd)

To qualify for the Home Advantage Organizational Program an organization generally must be a: (1) Trade Association representing businesses or individuals in an industry, profession or business classification; (2) Business with franchises, agents, distributors, or multiple representatives; (3) Non-profit organization; or, (4) Corporations. The qualifying organization agrees to meet the following set of criteria:

- (a) Trade Associations must have 5,000 members or more and allow us to telemarket or direct mail their membership roster for promotional reasons.
- (b) Business with franchises, agents, distributors, or multiple representatives, Non-profit organizations and Corporations must have a minimum of 1,000 employees or members and allow us to direct mail their employees/members for promotional reasons.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: [REDACTED]

Sandy Chandler.
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Atlanta, GA 30328

NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

2. Home Advantage Services (Cont'd)

A. Description (Cont'd)

.2 Home Advantage Easy Plan

Home Advantage Easy Plan is a flat-rated service offering customers one simple rate for intrastate calls.

B. Usage Charges

1. Home Advantage Service

(a) Rate Periods

Peak - All calls that occur between 8 A.M. and 4:59 P.M. Monday through Friday.

Off Peak - All calls that occur between 5 P.M. and 7:59 A.M. Monday through Thursday, and all calls between 5 P.M. Friday and 7:59 A.M. Monday.

(b) Billing Increments

Home Advantage Service is billed in sixty (60) second increments.

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NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~October 1, 1999~~

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

2. Home Advantage Services (Cont'd)

B. Usage Charges

1. Home Advantage Service (Cont'd)

(c) Per Minute Rate Schedule

<u>Peak</u>	<u>Off-Peak</u>
\$0.2500	\$0.1300

(d) Monthly Recurring Charges (MRC)

MRC: \$3.50

**Note: The MRC will be waived for each month in which Home Advantage Peak, Off-Peak, and International monthly usage exceeds \$9.00. Also, the MRC can be waived by Affinity Groups and Alumni programs.

Missouri Public
Service Commission
REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~October 1, 1999~~

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

2. Home Advantage Services (Cont'd)

B. Usage Charges (Cont.)

1. Home Advantage Service (Cont'd)

(e) Per Minute Surcharge**

Surcharge: \$0.02

**Note: The Per minute surcharge applies only when Home Advantage monthly usage meets or exceeds \$500.00.

(f) Home Advantage Calling Card Service

OnLine Residential Calling Card Rates and Per Call Surcharge will apply as filed in Section 5.3.3.B.1 of this tariff.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 22, 1999~~

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

2. Home Advantage Services (Cont'd)

B. Usage Charges

1. Home Advantage Easy Plan

(a) Rate Periods

All calls are billed at the same rate regardless of which rate period the call is completed.

(b) Billing Increments

Home Advantage Easy Plan rates are billed in sixty (60) second initial increments and rounded to the next higher six (6) second increment. All fractional per call charges will be rounded to the nearest whole cent.

(c) Per Minute Rate*

\$0.1390 - All time periods

There is no monthly recurring charge.

(d) Calling Card Service

The TalkAround Calling Card rates will apply as filed in Section 5.3.4.B of this tariff.

Missouri Public
Service Commission
REC'D SEP 09 1999

FILED

NOV 30 1999

99-588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: 

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services

A. Description

"The Answer" is a family of service offerings that offers a unified service for single or multi-location customers using switched, dedicated, and OnLINE card origination and switched or dedicated toll-free (in WATS) termination. "The Answer" package includes the availability of switched and dedicated access termination with peak and off peak rates, volume discounts, accounting codes, call detail, and a consolidated invoice for all locations. All fractional per call charges will be rounded to the nearest whole cent.

"The Answer" I is available as an outgoing switched product with origination via FGD, equal access lines. "The Answer" II is available as an outgoing dedicated product via customer-provided dedicated access line (DAL) or T-1 access. "The Answer" III is a toll-free product via regular business lines. "The Answer" IV is a toll-free product via customer-provided dedicated access line (DAL) or T-1 service. "The Answer" V OnLine World Calling Card is available as a calling card service.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999

9.9 - 5.88

MISSOURI

Public Service Commission

Effective: [REDACTED]

Issued: September 9, 1999

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission
REC'D SEP 09 1999

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont.)

B. Rate Periods

1. Peak - All calls that occur from 7AM to 7PM Monday through Friday, except on Company-recognized holidays.
2. Off Peak - All calls that occur between 7PM and 6:59 AM Monday through Thursday, and all calls between 7PM Friday and 6:59 AM Monday and Company-recognized holidays.
3. "The Answer" products are billed in six (6) second initial increments and are rounded to the next higher six (6) second increment (except International which is billed in thirty (30) second initial increments and are rounded to the next higher six (6) second increment). "The Answer" V Online Calling Card usage is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter.

FILED

NOV 30 1999
99-588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: October 29, 1999

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NOV 30 1999

5. **SERVICE DESCRIPTIONS AND CHARGES** (Cont'd)

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

C. Rate Schedule - "The Answer" I, II, & III

D

Rates apply as shown below. In addition, a volume discount will apply to each month's total Peak usage as specified in Section 5.4.3.G.1 following.

<u>"The Answer" I</u>		<u>"The Answer" III</u>	
<u>Peak</u>	<u>Off Peak</u>	<u>Peak</u>	<u>Off Peak</u>
\$.2048	\$.1638	\$.2155	\$.1724

"The Answer" II

D

<u>Peak</u>	<u>Off Peak</u>
\$.1508	\$.1207

D

D

D. "The Answer" Service for intrastate use are sold as an add-on service to the Company's interstate Answer Services. Accordingly, non-recurring and monthly recurring charges are found in the Company's interstate tariff, FCC No. 2, Section 6.3.1.

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

5.4 Other Service Arrangements (Cont'd)

REC'D SEP 09 1999

3. "The Answer" Family of Services (Cont'd)

C. Rate Schedule - "The Answer" I, II, III & IV

Rates apply as shown below. In addition, a volume discount will apply to each month's total Peak usage as specified in Section 5.4.3.G.1 following.

<u>"The Answer" I</u>		<u>"The Answer" III</u>	
<u>Peak</u>	<u>Off Peak</u>	<u>Peak</u>	<u>Off Peak</u>
\$.2048	\$.1638	\$.2155	\$.1724
<u>"The Answer" II</u>		<u>"The Answer" IV</u>	
<u>Peak</u>	<u>Off Peak</u>	<u>Peak</u>	<u>Off Peak</u>
\$.1508	\$.1207	\$.1617	\$.1294

D. "The Answer" Service for intrastate use are sold as an add-on service to the Company's interstate Answer Services. Accordingly, non-recurring and monthly recurring charges are found in the Company's interstate tariff, FCC No. 2, Section 6.3.1.

FILED

NOV 30 1999
99-588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

NOV 30 1999

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CANCELLED
May 16, 2009
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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REC'D SEP 09 1999

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

E. "The Answer" Extended Service Plan ("ESP")

"The Answer" services are available to customers through an Extended Service Plan ("ESP") option if the customer agrees to commit to such service for a term of twelve (12), twenty-four (24), or thirty-six (36) months and to generate a minimum monthly gross usage as outlined in Section 5.4.3.E.6. Customers who elect the Answer ESP option are subject to the following:

1. Customers must indicate what Answer service or services are to be included in the ESP. The discounts provided under this option become effective with the first full month's usage.
2. Customers must reach the minimum usage requirement associated with each Answer ESP option by the fourth invoice period and monthly thereafter.
3. Customers who do not generate the monthly minimum required in a given month will be billed the monthly minimum in lieu of the actual usage for that month. No discounts will be applied if usage does not reach required ESP option monthly minimum.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective [REDACTED]

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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3. "The Answer" Family of Services (Cont'd)

E. "The Answer" Extended Service Plan ("ESP") (Cont'd)

4. Customers who terminate service prior to the end of the term of commitment will be billed the minimum usage requirement times the number of full or partial months remaining in the term in one lump sum. This charge will not apply to Company Answer customers who convert from an Answer service to another Company service with equal or greater term and minimum requirement commitments.

5. All customer requests to commence or terminate an Answer ESP must be made in writing to the Company and received no later than the last day of the month preceding the month in which the desired action is to take effect. The customer must provide written notification to cancel the ESP which must be received by the Company not less than 30 days prior to the expiration of the term commitment. If such notification is not received by the Company within this timeframe, the Answer ESP agreement will be automatically renewed for a new term of commitment.

FILED

NOV 30 1999
99 - 388

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

NOV 30 1999

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Missouri Public
Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

E. "The Answer" Extended Service Plan ("ESP") (Cont'd)

- 6. Customers who elect ESP for "The Answer" I or III must meet the minimum usage requirement of \$250 per month per account for each service. Customers who elect ESP for "The Answer" II or IV must meet the minimum usage requirement of \$1,000 per month per account for each service. A minimum commitment does not apply to the "The Answer" V OnLine World calling card service.
- 7. Customers who subscribe to "The Answer" through an ESP option will receive the discounts listed in Section 5.4.3.G.2 in lieu of those described above.
- 8. This additional discount is applied to all usage and is given only to customers who have met the monthly minimum usage requirement.
- 9. Total intrastate, interstate and international usage contributes to discount level, including OnLine "Answer" card usage. Directory Assistance calls are not added to the total of monthly usage to determine the appropriate discount nor are they discounted.

FILED

NOV 30 1999
99 - 588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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REC'D SEP 09 1999

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

F. "The Answer" V - OnLine Calling Card Service

1. Direct Dial Rate Schedule

(a) Per Minute Rates (\$)

<u>Time of Day</u>	<u>Initial Rate Per Minute</u>	<u>Add'l per 6 second</u>
Peak	\$0.3400	\$0.0300
Off-Peak	\$0.3400	\$0.0300

(b) Billing Increments

Usage is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: 

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D SEP 09 1999

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

F. "The Answer" V - OnLine Calling Card Service

1. Direct Dial Rate Schedule (Cont.)

(c) Per Call Surcharge

(1) The following surcharge will apply in addition to the per minute rates found in (a) above.

Per Call Surcharge \$0.50

(2) The following surcharge is in addition to the per minute rates found in (a) above and will apply to calls which default to a live operator.

Per call Surcharge \$0.50

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: [REDACTED]

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

3. "The Answer" Family of Services (Cont'd)

F. "The Answer" V - OnLine Calling Card Service

2. "The Answer" V - OnLine Operator Assisted Rate Schedule

If a customer chooses to access an Operator to place a call, the call will be billed at per minute rates (Dial USA) as provided in Section 5.1.2(c).

(a) Billing Increments

All "The Answer" V OnLine World calling card calls placed with the assistance of an operator will be billed in one (1) minute increments.

(b) Per Call Surcharges

The following surcharge will apply in addition to per minute rates.

	<u>Per Call Charge</u>
Station-to-Station	\$1.50
Person-to-Person	\$3.00

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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3. "The Answer" Family of Services (Cont'd)

G. Volume Discount

A volume discount will apply to each month's total domestic (Peak) usage as specified below and is calculated on a retroactive amount basis. Total intrastate, interstate and international usage for all Answer products of the same term length may be combined to reach the appropriate discount level. "The Answer" V OnLine World Calling Card calls are added to the total of monthly usage to determine the appropriate discount. Off peak usage International contributes to volume discount but are not eligible for discount.

1. Volume Discount

— % Discount —
Answer I, II, III or IV
and/or "The Answer" V Online World Calling Card Usage Level \$)

\$ 0 - \$249.99	0%
\$250 - \$999.99	5%
\$1000 - \$2499.99	7%
\$2500 - \$4999.99	9%
\$5000 - \$7499.99	11%
\$7500 - \$9999.99	13%
\$10000 - \$24999.99	15%
\$25000 - \$49999.99	17%
\$50000 plus	19%

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: 

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

5.4 Other Service Arrangements (Cont'd)

REC'D SEP 09 1999

3. "The Answer" Family of Services (Cont'd)

G. Volume Discount (Cont'd)

2. ESP Volume Discounts

The method of calculation to determine the ESP discount is explained in Section 5.4.3.H following.

"The Answer" I, II, III, IV
or "The Answer" V OnLine Calling Card

----- % Discount -----

<u>Monthly Usage (\$)</u>	<u>12 Month ESP</u>		<u>24 Month ESP</u>		<u>36 Month ESP</u>	
	<u>Peak</u>	<u>Off Peak</u>	<u>Peak</u>	<u>Off Peak</u>	<u>Peak</u>	<u>Off Peak</u>
\$ 0 - \$249.99	0%	0%	0%	0%	0%	0%
\$ 250 - \$999.99	12%	7%	15%	10%	12%	10%
\$1,000- \$2499.99	14%	7%	17%	10%	12%	10%
\$2,500- \$4999.99	16%	7%	19%	10%	12%	10%
\$5,000- \$7499.99	18%	7%	21%	10%	12%	10%
\$7,500- \$9999.99	20%	7%	23%	10%	12%	10%
\$10,000-\$24999.99	22%	7%	25%	10%	12%	10%
\$25,000-\$49999.99	24%	7%	27%	10%	12%	10%
\$50,000 plus	26%	7%	29%	10%	12%	10%

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 20, 1999~~

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

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3. "The Answer" Family of Services (Cont'd)

H. Method of Calculation for ESP Discount

Determine the total monthly usage (all domestic, international and Answer OnLine usage combined). Refer to the appropriate term period. The discount percentage will apply to all domestic Peak usage, including "The Answer" V Online Calling Card usage.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: 

NOV 30 1999

Sandy Chandler.
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Suite 3200
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

REC'D SEP 09 1999

4. Performance 4000 Service

Performance 4000 Service offers a unified service for single or multi-location customers using both switched and dedicated inbound and outbound service, a calling card and international service. Performance 4000 has been designed especially for the larger customer billing over \$7,500 a month, with the availability of peak and off-peak rates, calling card services and offering a discount for customers willing to sign a term commitment of either twelve (12), twenty-four (24) or thirty-six (36) months and/or a willingness to commit to a specific dollar volume of monthly minimum usage. There are five (5) levels of Performance 4000 which are described as follows:

- Level I - Requires a monthly minimum billing commitment of \$7,500; if the minimum is not reached the customer is charged the difference.
- Level II - Requires a monthly minimum billing commitment of \$15,000; if the minimum is not reached the customer is charged the difference.
- Level III - Requires a monthly minimum billing commitment of \$25,000; if the minimum is not reached the customer is charged the difference.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

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Missouri Public
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REC'D SEP 09 1999

4. Performance 4000 Service (Cont.)

Level IV - Requires a monthly minimum billing commitment of \$50,000; if the minimum is not reached the customer is charged the difference.

Level V - Requires a monthly minimum billing commitment of \$75,000; if the minimum is not reached the customer is charged the difference.

Multiple services and/or multiple locations using Performance 4000's services can contribute to the overall monthly minimum commitment. Domestic toll-free, Domestic and International outbound calls contribute to determining monthly minimum usage. Operator Services usage is not included in determining monthly minimum usage.

Customers must reach the minimum monthly usage requirement associated with their selected Performance 4000 Level by the fourth invoice period and monthly thereafter.

Peak and off peak rates, rate periods, and billing increments can be found in Section 5.4.4.B. Performance 4000 Services for intrastate use are sold as an add-on service to the Company's Performance 4000 Services. Accordingly, non-recurring and monthly recurring charges are found in the Company's interstate tariff, FCC No. 2, Section 6.3.1.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective [REDACTED]

NOV 30 1999

Sandy Chandler.
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

REC'D SEP 09 1999

4. Performance 4000 Service (Cont'd)

A. Performance 4000 Term Plan - Performance 4000 Services are available to customers through a Term Plan option if the customer agrees to commit to such service for a term of twelve (12), twenty-four (24) or thirty-six (36) months. Customers who elect the Term Plan Option will receive a discount off their selected option's domestic rates. Customers who elect the Performance 4000 Term Plan option are subject to the following:

- (1) Customers must indicate what Performance 4000 Level is to be included in the term plan. The rates provided under this option become effective with the first full month's usage.
- (2) Customers who fall below the monthly minimum usage requirement for the plan selected will be billed the difference between actual usage and the monthly minimum required.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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Issued: April 16, 2009

Effective: May 16, 2009

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

4. Performance 4000 Service (Cont'd)

A. Performance 4000 Term Plan (Cont.)

- (3) Customers who terminate service prior to the end of the term of commitment will be billed a termination liability consisting of the monthly minimum of the selected plan option multiplied by the number of months remaining in the commitment, due and payable upon termination in a lump sum. This charge will not apply to customers who convert from a Performance 4000 service to another Company service with equal or greater term and minimum usage requirement commitments.
- (4) All customer requests to commence or terminate a Performance 4000 Term Plan must be made in writing to the Company and received no later than thirty (30) days prior to the then existing term expiration date. If such notification is not received by the Company within this timeframe, the Performance Term Plan agreement will be automatically renewed for a new term of commitment. The customer has ninety (90) days from the date service is made available in which to notify the Company in writing of the customer's desire to cancel this agreement without further obligation.
- (5) Performance 4000 Term Plan is not available with Operator Services, Ultimate Call Manager, other Fixed Period Discount Plans or any promotions not associated with this plan.

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REC'D SEP 30 1999

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NOV 30 1999
99 - 588
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Public Service Commission

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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CANCELLED
May 16, 2009
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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D

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
5055 North Point Parkway
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Alpharetta, GA 30022

CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

4. Performance 4000 Service (Cont'd)

B. Usage Charges

(1) Rate Periods

Peak - All calls that occur between 7AM to 7PM Monday through Friday, except on Company-recognized holidays.

Off Peak - All calls that occur between 7PM through 6:59 AM Monday through Thursday, and all calls between 7PM Friday and 6:59 AM Monday and Company-recognized holidays.

(2) Billing Increments

Performance 4000 Services are billed in six (6) second initial increments and are rounded to the next higher six (6) second increment. A minimum average time requirement (MATR) of thirty (30) seconds per call applies during a billing period for switched outbound and calling card. Performance 4000 Calling Card is billed at an initial sixty (60) second increment and rounded to the next higher sixty (60) second increment thereafter.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

NOV 30 1999

Sandy Chandler.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
5055 North Point Parkway
2nd FL
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

4. Performance 4000 Service (Cont'd)

B. Usage Charges

(3) Per Minute Rate Schedules

Performance 4000 Level I and II Customers will receive the following rates:

(a) Switched Per Minute Rate

	Month to <u>Month</u>	12 Month <u>Term</u>	24/36 Month <u>Term</u>
Outbound	\$.1734	\$.1679	\$.1623
Inbound	\$.1846	\$.1679	\$.1623

(b) Dedicated Per Minute Rate

	Month to <u>Month</u>	12 Month <u>Term</u>	24/36 Month <u>Term</u>
Outbound	\$.1231	\$.1175	\$.1119
Inbound	\$.1343	\$.1175	\$.1119

Performance 4000 Levels III, IV, and V Customers will receive a 5% discount off of the rates listed in 5.4.4.B(3)(a) and 5.4.4.B.(3)(b).

FILED

NOV 30 1999
99-588
MISSOURI

Public Service Commission

Effective: XXXXXXXXXX

Issued: September 9, 1999

NOV 30 1999

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CANCELLED
May 16, 2009
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
5055 North Point Parkway
2nd FL
Alpharetta, GA 30022

CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

4. Performance 4000 Service (Cont'd)

C. Performance 4000 Calling Card Service

(1) Direct Dial Rate Schedule

Per Minute Rates applying to all time periods and Levels:

Month to Month Rate:	\$.2800
12, 24 or 36 Months Term Plan Rate:	\$.2800

(2) Billing Increments

Usage is billed at an initial sixty (60) second increment and rounded to the next higher sixty (60) second increment thereafter.

(3) Per Call Charge

\$0.2500

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REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 22, 1999~~

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

5. EasyAnswer Services

A. Description

The Basic EasyAnswer Service offers a unified service for single or multi-location customers using switched, dedicated, and OnLine calling card origination and switched or dedicated toll-free (in Wats) termination. The Basic EasyAnswer package includes the availability of outbound, inbound (toll-free) and calling card services, and offering a discount on outbound and toll-free service for customers willing to sign a term commitment and/or a willingness to commit to a specific dollar volume of monthly minimum usage.

There are three (3) Options of Basic EasyAnswer available to customers, each of which are described below:

- Option 1 - Requires no monthly minimum billing commitment.
- Option 2 - Requires a monthly minimum billing commitment of \$1,000; if the minimum is not reached, the customer is charged for the difference.
- Option 3 - Requires a monthly minimum billing commitment of \$5,000; if the minimum is not reached, the customer is charged for the difference.

Missouri Public
Service Commission
REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission
Effective: October 20, 1999

Issued: September 9, 1999

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Suite 3200
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services

A. Description

Multiple services and/or multiple locations using Basic EasyAnswer's services can contribute to the overall monthly minimum commitment; however, the customer must allocate the minimum by service and location. Domestic toll-free, Domestic and International outbound calls contribute to determining monthly minimum usage. Easy OnLine Calling Card, Easy Online Calling Card Option A, Operator Services and Directory Assistance usage is not included in determining monthly minimum usage.

Customers must reach the minimum monthly usage requirement associated with their selected EasyAnswer Option by the fourth invoice period and monthly thereafter.

B. Rate Periods

Peak - All calls that occur from 7AM to 7PM Monday through Friday, except on Company-recognized holidays.

Off Peak - All calls that occur between 7PM through 6:59 AM Monday through Thursday, and all calls between 7PM Friday and 6:59 AM Monday and Company-recognized holidays.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Effective: October 30, 1999

Issued: September 9, 1999

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

5. EasyAnswer Services (Cont'd)

C. Billing Increments

Basic EasyAnswer Services are billed in six (6) second initial increments and are rounded to the next higher six (6) second increment (except International, which is billed in thirty (30) second initial increments and is rounded to the next higher six (6) second increment). Easy OnLine Calling Card is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter. Easy Call Card Option A is billed at an initial sixty (60) second increment and rounded to the next higher sixty (60) second increment thereafter.

D. Per Minute Rate Schedule - Basic EasyAnswer Services

(1) Per minute intrastate base rates for Basic EasyAnswer Services are the same for all Options (1, 2 & 3) and apply as shown below:

(a) Switched Per Minute Rates

	<u>Peak/Off-Peak</u>
Outbound	\$.1865 l
Inbound	\$.1985 l

(b) Dedicated Per Minute Rates

	<u>Peak/Off-Peak</u>
Outbound	\$.1324 l
Inbound	\$.1443 l

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FILED JUN 01 2000

Issued: May 2, 2000

Effective: June 1, 2000

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

C. Billing Increments

Basic EasyAnswer Services are billed in six (6) second initial increments and are rounded to the next higher six (6) second increment (except International, which is billed in thirty (30) second initial increments and is rounded to the next higher six (6) second increment). Easy OnLine Calling Card is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter. Easy Call Card Option A is billed at an initial sixty (60) second increment and rounded to the next higher sixty (60) second increment thereafter.

D. Per Minute Rate Schedule - Basic EasyAnswer Services

(1) Per minute intrastate base rates for Basic EasyAnswer Services are the same for all Options (1, 2 & 3) and apply as shown below:

(a) Switched Per Minute Rates

	<u>Peak/Off-Peak</u>
Outbound	\$.1778
Inbound	\$.1892

(b) Dedicated Per Minute Rates

	<u>Peak/Off-Peak</u>
Outbound	\$.1262
Inbound	\$.1376

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JUN 01 2000
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Public Service Commission
MISSOURI

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~October 20, 1999~~

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

E. Easy OnLine Calling Card Service

(1) Direct Dial Rate Schedule

(a) Per Minute Rates applying to all time periods:

\$.3400

(b) Billing Increments - Usage is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective ~~September 9, 1999~~

NOV 30 1999

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Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

E. Easy OnLine Calling Card Service (Cont'd)

(1) Direct Dial Rate Schedule (Cont'd)

(c) Per Call Surcharge

(1) There is a \$0.65 Per Call Surcharge on domestic direct dial calls.

(2) The following rates and surcharge will apply to calls which default to a live operator.

Rate Per Minute:

Peak	\$0.23
Off-Peak	\$0.16
Per call Surcharge	\$0.65

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 1, 1999~~

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

E. Easy OnLine Calling Card Service (Cont'd)

(2) Easy OnLine Calling Card Service - Online Operator Assisted Rate Schedule

If a customer chooses to access an Operator to place a call, the call will be billed at per minute rates (Dial USA) as provided in Section 5.1.2.C.

(a) Billing Increments - All Easy OnLine Calling Card calls placed with the assistance of an operator will be billed in one (1) minute increments.

(b) Per Call Surcharges - The following surcharge will apply in addition to per minute rates.

	<u>Per Call Charge</u>
Station-to-Station	\$1.50
Person-to-Person	\$3.00

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission
Effective: [REDACTED]

Issued: September 9, 1999

NOV 30 1999

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Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

5. EasyAnswer Services (Cont'd)

F. Easy Calling Card Option A Service

(1) Per Minute Rates applying to all time periods:

\$.2500

(2) Billing Increments

Usage is billed at an initial sixty (60) second increment and rounded to the next higher sixty (60) second increment thereafter.

(3) The per call surcharges apply as in 5.4.5.E(1)(c).

G. Basic EasyAnswer Service for intrastate use are sold as an add-on service to the Company's interstate EasyAnswer Services. Accordingly, non-recurring and monthly recurring charges are found in the Company's interstate tariff, FCC No. 2, Section 6.3.1.

FILED

NOV 30 1999
99-588

MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: 

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

H. Basic EasyAnswer Term Plan

Basic EasyAnswer Services are available to customers through a Term Plan option if the customer agrees to commit to such service for a term of twelve (12) or twenty-four (24) or thirty-six (36) months. Customers who elect the Term Plan option will receive a discount off their selected Option's domestic interstate, and intrastate outbound and toll-free rates. This discount will apply to Basic EasyAnswer's peak interstate rates and all time periods for intrastate rates. Customers who elect the Basic EasyAnswer Service Term Plan option are subject to the following:

- (1) Customers must indicate what Basic EasyAnswer service or services are to be included in the term plan. The discounts provided under this option become effective with the first full month's usage.
- (2) Customers who terminate service prior to the end of the term of commitment in any manner other than stated in (3) following, will be liable for a cancellation penalty equal to the number of months remaining in the term then in effect multiplied by: (a) \$200 per month for switched services; or, (b) \$500 per month for dedicated services; (per service type). The foregoing cancellation penalty will apply unless the Customer immediately converts to another Company service with equal or greater term and minimum usage requirement commitments, and Customer continues to use such Company Service for a period of months equal to or greater than the number of months remaining in the term during which the conversion takes place.

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NOV 30 1999

99 - 588

MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: XXXXXXXXXX

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

H. Basic EasyAnswer Term Plan (Cont'd)

- (3) All customer requests to commence or terminate a Basic EasyAnswer Term Plan must be made in writing, either by certified or registered mail (return receipt requested), to Company and received no later than thirty (30) days prior to the then existing term expiration date. If such notification is not received by the Company within this timeframe, the EasyAnswer Term Plan agreement will be automatically renewed for a new term of commitment. The customer has ninety (90) days from the date service is made available in which to notify the Company in writing, either by certified or registered mail (return receipt requested), of the customer's desire to cancel this agreement without further obligation.

FILED

NOV 30 1999

99-588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~July 1, 1999~~

NOV 30 1999

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Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

H. Basic EasyAnswer Term Plan (Cont'd)

(4) Easy OnLine Calling Card and Easy Calling Card Option A usage is excluded from the Basic EasyAnswer Term Plan discounts.

(5) Basic EasyAnswer Term Plan Discounts

<u>Term</u>	<u>Outbound Discount</u>	<u>Toll-Free Discount</u>
12 Months	\$.0050	\$.0150
24 & 36 Months	\$.0100	\$.0200

FILED

NOV 30 1999
9 9 - 5 8 8

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: 

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

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5. EasyAnswer Services (Cont'd)

I. EasyAnswer Association

The EasyAnswer Association program is a benefit package which allows the individual users who are members or employees of the participating organization to receive additional product discounts. Members who elect to participate in the EasyAnswer Association program will receive Basic EasyAnswer products and Easy OnLine Calling Card Service.

To qualify for EasyAnswer Association an organization generally must be a: (1) Trade association representing businesses or individuals in an industry, profession or business classification; (2) Business with franchises, agents, distributors, or multiple representatives; (3) Non profit organization, or; (4) Buying group not organized merely to buy the Company's long distance for resale. The qualifying organization agrees to meet the following set of criteria within (6) months of undertaking to qualify and thereafter maintain them, and enters into a written agreement with the Company for the marketing of the Company's services. The group's members who have subscribed to the Company's services throughout the group must have aggregate billings, net of taxes; promotional credits and surcharges of at least \$5,000 per month.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: [REDACTED]

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NOV 30 1999

5 SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

5. EasyAnswer Services (Cont'd)

I. EasyAnswer Association (Cont'd)

The Company will render monthly statements to the individual members and the statement received will show all appropriate discounts. All sums due from members are the sole property of the Company, and the Company shall have the sole right to collect, enforce collection and settle such sums. The EasyAnswer Association member group shall receive a monthly report from the Company listing members of the group who subscribe to the Company's service under this program.

Unless otherwise specified in this tariff, member's usage of the Company's service under this plan cannot be used to qualify for any other benefits under this tariff or under other arrangements between the Company and third parties who undertake to market the Company's services. Association discounts for Basic EasyAnswer are listed below.

J. EasyAnswer Association Discount Schedule

EasyAnswer Association members will receive a 5% discount on interstate and intrastate usage, peak and off-peak time periods for monthly and one (1) year term plan customers. Association members who sign up for a two (2) year term plan will receive the same discounts as non-Association customers.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999

MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~September 10, 1999~~

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service

A. Description

WorldOne Service offers a unified service for single or multi-location customers using switched, dedicated, and OnLine calling card origination and switched or dedicated toll-free (in Wats) termination. The WorldOne package includes the availability of outbound, inbound (toll-free) and calling card services, and offering a discount on outbound and toll-free service for customers willing to sign a term commitment and/or a willingness to commit to a specific dollar volume of monthly minimum usage.

There are seven (7) options of WorldOne available to customers, each of which has a unique set of rates for outbound and toll-free service: Option A - Requires no monthly minimum billing commitment for month-to-month customers; \$250 monthly minimum billing commitment for ESP customers; Option B - Requires a monthly minimum billing commitment of \$1,000; Option C - Requires a monthly minimum billing commitment of \$5,000; Option D - Requires a monthly minimum billing commitment of \$7,500; Option E - Requires a monthly minimum billing commitment of \$15,000; Option F - Requires a monthly minimum billing commitment of \$25,000; Option G - Requires a monthly minimum billing commitment of \$50,000.

FILED

NOV 30 1999

99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: 

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont.)

A. Description (Cont.)

Customers who do sign a minimum monthly billing commitment will receive discounted rates on their interstate usage. If the minimum monthly billing commitment is not reached for Option A ESP and Options B through G, the customer will be charged for the difference.

Multiple services and/or multiple locations using WorldOne service can contribute to the overall monthly minimum commitment; however, the customer must allocate the minimum by service and location. Domestic toll-free, Domestic and International outbound calls contribute to determining monthly minimum usage. OnLine World Calling Card, Operator Services and Directory Assistance usage is not included in determining monthly minimum usage.

Customers must reach the minimum monthly usage requirement associated with their selected option by the fourth invoice period and monthly thereafter.

Missouri Public
Service Commission
REC'D SEP 09 1999

FILED

NOV 30 1999

99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

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Suite 3200
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

B. WorldOne Extended Service Plan ("ESP")

WorldOne is available to customers through a ESP option if the customer agrees to commit to such service for a term of twelve (12) or twenty-four (24) months. Customers who elect the ESP will receive a discount off their selected option's domestic interstate, and intrastate outbound and toll-free rates. This discount will apply only to WorldOne's peak interstate rates and all time periods for intrastate rates. Customers who elect the ESP are subject to the following conditions:

- (1) Customers must indicate what WorldOne service or services are to be included in the ESP. The discounts provided under this option become effective with the first full month's usage.

Missouri Public
Service Commission
REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 20, 1999~~

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

B. WorldOne Extended Service Plan ("ESP") (Cont.)

(2) Upon execution of the ESP agreement, the customer has ninety (90) days from the date service is made available in which to notify the Company in writing, either by certified or registered mail (return receipt requested), of the customer's desire to cancel the ESP agreement without penalty or further obligation, except for charges incurred up to the date of termination, in the event that quality deficiencies solely caused by Company in the provision of telecommunications service hereunder are demonstrated by Customer to affect adversely and materially Customer's telecommunications applications (such a termination under this clause constituting a Termination for Cause). A Termination for Cause shall not be effective unless Customer has reported trouble on an ANI or circuit-specific basis to (and received a corresponding trouble ticket from) the appropriate Company Support Center and a period of not less than thirty (30) days after receipt of Customer's written notice of termination has elapsed during which Company fails to correct such quality deficiencies. Provided, nothing contained herein shall impose any liability on Company and Customer's sole remedy shall be the termination of the affected service as described.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
9 9 - 5 8 8

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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Missouri Public
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REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

B. WorldOne Extended Service Plan ("ESP") (Cont'd)

(3) Customers who terminate service prior to the end of the term of commitment in any manner other than stated in (4) following, will be liable for a cancellation penalty equal to the number of months remaining in the customer commitment period through the expiration of the first year. If applicable, twenty-five percent of the balance remaining (monthly minimum billing commitment times the number of remaining months in the contract beyond the first year) will also be included (per service type). If the termination becomes effective after the completion of the first year, then the charge shall be equal to twenty-five percent of the balance remaining (monthly minimum billing commitment times the number of months remaining in the contract). The foregoing cancellation penalty will apply unless the Customer immediately converts to another Company service with equal or greater term and minimum usage requirement commitments, and Customer continues to use such Company Service for a period of months equal to or greater than the number of months remaining in the term during which the conversion takes place.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

Issued: September 9, 1999

Effective: [REDACTED]

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

B. WorldOne Extended Service Plan ("ESP") (Cont'd)

- (4) All customer requests to commence or terminate a WorldOne ESP must be made in writing, either by certified or registered mail (return receipt requested), to the Company and received no later than thirty (30) days prior to the then existing term expiration date. If such notification is not received by the Company within this timeframe, the WorldOne ESP agreement will be automatically renewed for a new term of commitment.
- (5) A customer who cancels their agreement prior to the expiration of the term will be required to repay any promotional credits that were given in addition to other termination charges as noted above.
- (6) OnLine World Calling Card usage is excluded from the WorldOne ESP discounts.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

C. Rate Periods

Peak - All calls that occur from 7AM to 7PM Monday through Friday, except on Company-recognized holidays.

Off Peak - All calls that occur between 7PM through 6:59 AM Monday through Thursday, and all calls between 7PM Friday and 6:59 AM Monday and Company-recognized holidays.

D. Billing Increments

WorldOne Switched Access Service is billed in eighteen (18) second initial increments and are rounded to the next higher six (6) second increment. WorldOne Dedicated Access Service is billed in six (6) second initial increments and is rounded to the next higher six (6) second increment (except International, which is billed in thirty (30) second initial increments and is rounded to the next higher six (6) second increment). OnLine World Calling Card is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter. All fractional per call charges will be rounded to the nearest whole cent.

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NOV 30 1999
99 - 588

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Issued: September 9, 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

E. Per Minute Rate Schedule - WorldOne Services

(1) Per minute intrastate base rates for WorldOne Service is the same for Options A-G and apply as shown below:

(a) Switched Per Minute Rates

	<u>Monthly</u>	<u>1 Year ESP</u>	<u>2 Year ESP</u>
Outbound	\$.1721	\$.1667	\$.1611
Inbound	\$.1833	\$.1667	\$.1611

(b) Dedicated Per Minute Rates

	<u>Monthly</u>	<u>1 Year ESP</u>	<u>2 Year ESP</u>
Outbound	\$.1222	\$.1166	\$.1111
Inbound	\$.1333	\$.1166	\$.1111

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 AND ITS EFFECTIVE DATE FILED ON

12/30/99
 (DATE)

PURSUANT TO SECTION 392.500 (2)
 RSMO SUPP. 1985

EFFECTIVE DATE OF RATE INCREASE

2/1/00
 (DATE)

Issued: December 30, 1999

Effective: February 1, 2000

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

E. Per Minute Rate Schedule - WorldOne Services

(1) Per minute intrastate base rates for WorldOne Service is the same for Options A-G and apply as shown below:

(a) Switched Per Minute Rates

	<u>Monthly</u>	<u>1 Year ESP</u>	<u>2 Year ESP</u>
Outbound	\$.1641	\$.1589	\$.1536
Inbound	\$.1747	\$.1589	\$.1536

(b) Dedicated Per Minute Rates

	<u>Monthly</u>	<u>1 Year ESP</u>	<u>2 Year ESP</u>
Outbound	\$.1165	\$.1112	\$.1059
Inbound	\$.1271	\$.1112	\$.1059

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NOV 30 1999
99-588

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Public Service Commission

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

F. OnLine World Calling Card Service

(1) Direct Dial Rate Schedule

(a) Per Minute Rates applying to all time periods:

\$.3200

(b) Billing Increments - Usage is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter.

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NOV 30 1999
99 - 588

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Issued: September 9, 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

F. OnLine World Calling Card Service

(1) Direct Dial Rate Schedule

(c) Per Call Surcharge

- (i) There is a \$0.65 Per Call Surcharge on domestic direct dial calls.
- (ii) The following rates and surcharge will apply to calls which default to a live operator.

Rate Per Minute:

Peak	\$0.23
Off-Peak	\$0.16
Per call Surcharge	\$0.65

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NOV 30 1999
99-588

MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

F. OnLine World Calling Card Service

(2) OnLine World Calling Card Service - Online Operator Assisted Rate Schedule

If a customer chooses to access an Operator to place a call, the call will be billed at per minute rates (Dial USA) as provided in Section 5.1.2(c).

(i) Billing Increments - All OnLine World Calling Card calls placed with the assistance of an operator will be billed in one (1) minute increments.

(ii) Per Call Surcharges - The following surcharge will apply in addition to per minute rates.

Per Call Charge

Station-to-Station	\$1.50
Person-to-Person	\$3.00

G. WorldOne Service for intrastate use is sold as an add-on service to the Company's interstate WorldOne Services. Accordingly, non-recurring and monthly recurring charges are found in the Company's interstate tariff, FCC No. 2, Section 6.3.1.

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NOV 30 1999
99-588

MISSOURI
Public Service Commission

Issued: September 9, 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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6. WorldOne Service (Cont'd)

H. WorldOne Association

The WorldOne Association program is a benefit package offered in conjunction with Basic WorldOne Service, which allows the individual users who are members or employees of the participating organization to receive additional product discounts. Members who elect to participate in the WorldOne Association program will receive Basic WorldOne products and OnLine World Calling Card Service.

To qualify for WorldOne Association an organization generally must be a: (1) Trade association representing businesses or individuals in an industry, profession or business classification; (2) Business with franchises, agents distributors, or multiple representatives; (3) Non profit organization, or; (4) Buying group not organized merely to buy the Company's long distance for resale. The qualifying organization agrees to meet the following set of criteria within (6) months of undertaking to qualify and thereafter maintain them, and enters into a written agreement with the Company for the marketing of the Company's services. The group's members who have subscribed to the Company's services throughout the group must have aggregate billings, net of taxes; promotional credits and surcharges of at least \$5,000 per month.

The Company will render monthly statements to the individual members and the statement received will show all appropriate discounts. All sums due from members are the sole property of the Company, and the Company shall have the sole right to collect, enforce collection and settle such sums. The WorldOne Association member group shall receive a monthly report from the Company listing members of the group who subscribe to the Company service under this program.

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NOV 30 1999
99-588

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Effective [REDACTED]

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

6. WorldOne Service (Cont'd)

H. WorldOne Association (Cont'd)

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Unless otherwise specified in this tariff, member's usage of Company service under this plan cannot be used to qualify for any other benefits under this tariff or under other arrangements between Company and third parties who undertake to market the Company's services. Association discounts for WorldOne Services are outlined below:

Month-to-Month association customers on WorldOne Service will receive the one (1) year term rates, no Extended Service Plan ("ESP") will be required; One (1) year term or two (2) year term association customers on WorldOne Service will receive the two (2) year term rates, ESP for Associations is required.

The conditions of the WorldOne Service Extended Service Plan ("ESP") as filed in Section 5.4.6.B will apply for WorldOne for Associations ESP agreements.

OnLine World Calling Card Service is not available for Association discounts.

	<u>Monthly</u>	<u>ESP</u>
Switched Outbound	.1500	.1450
Switched Toll-Free	.1500	.1450
Dedicated Outbound	.1050	.1000
Dedicated Toll-Free	.1050	.1000

FILED

NOV 30 1999
99-588
MISSOURI
Public Service Commission

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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April 3, 2021
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XN-2021-0334; JX-2021-0179

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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7. WorldMark Service 1/

WorldMark Service offers a unified service for single or multi-location customers using switched, dedicated, and WorldMark calling card origination and switched or dedicated toll-free termination. The WorldMark package includes the availability of outbound, inbound (toll-free) products with peak and off peak rates and a non time-of-day sensitive, calling card product, as well as, offering the most comprehensive performance guarantees available.

WorldMark Service offers cross-contributory product volume discounts on switched and dedicated, outbound and inbound(toll-free) products based on combined usage of multiple WorldMark Service products, including domestic switched and dedicated, outbound and inbound (toll-free) product usage, calling card and switched and dedicated WorldMark data product usage.

WorldMark Service offers an additional discount on switched and dedicated outbound and toll-free products for customers willing to sign a term commitment. Multiple services and/or multiple customer locations using WorldMark Service can contribute to individual product volume discounts and the overall monthly minimum commitment. WorldMark Operator Services and Directory Assistance usage is not included in determining product volume discounts and monthly minimum usage.

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NOV 30 1999
99-588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

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Six Concourse Parkway
Suite 3200
Atlanta,GA 30328

NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
5055 North Point Parkway
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April 3, 2021
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Service Commission
XN-2021-0334; JX-2021-0179

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont.)

There are four (4) Options of WorldMark available to customers, each of which are described below:

Option A: Requires no monthly minimum billing commitment for month-to-month customers; \$15,000 monthly minimum billing commitment for term customers.

Option B: Requires a monthly minimum billing commitment of \$25,000.

Option C: Requires a monthly minimum billing commitment of \$50,000.

Option D: Requires a monthly minimum billing commitment of \$75,000.

If the minimum is not reached for Option A term and Options B through D, the customer will be charged for the difference.

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NOV 30 1999
99 - 588

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Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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Suite 3200
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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April 3, 2021
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

A. WorldMark Service Options and Feature Charges

A description of the chargeable services and features, including monthly recurring, non-recurring, change and per minute surcharges associated with WorldMark Service follows:

1. Standard Toll-Free Origination

Origination is available from any where in the fifty (50) United States plus Puerto Rico, the U.S. Virgin Islands, and Canada.

Non-Recurring Charge: N/A
Monthly Recurring Charge: \$15.00 per toll-free#

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NOV 30 1999
99 - 588

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1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

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NOV 30 1999

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RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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April 3, 2021
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Service Commission
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/ (Cont'd)

A. WorldMark Service Options and Feature Charges (Cont.)

2. Dialed Number Identification Service (DNIS)

Customers' with several toll-free telephone numbers can identify the toll-free number called and answer appropriately. This service is used to check effectiveness of promotions and/or advertising and identify new markets for expansion.

Non-Recurring Charge: \$400.00
Change Charge: \$ 40.00

3. Message Referral

Customers who disconnect or change an toll-free number are provided with a recording that informs callers of the new number or that the old number has been disconnected. There will be no charge to referral to another Company Number.

Monthly Referral Fee to Non-Company Numbers:

\$80.00 for a maximum of 6 months.

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NOV 30 1999
99-588

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Issued: September 9, 1999

Effective ~~September 9, 1999~~

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

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April 3, 2021
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

A. WorldMark Service Options and Feature Charges (Cont.)

4. Real Time ANI (RTA)

Allows a customer to receive the telephone number of the calling party as a component of the call setup.

Non-Recurring Charge:	\$300.00
Change Charge:	N/C
Per Minute Surcharge:	\$0.01

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NOV 30 1998
99-588

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Issued: September 9, 1999

Effective: ~~October 30, 1999~~

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

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April 3, 2021
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Service Commission
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service1/ (Cont'd)

A. WorldMark Service Options and Feature Charges (Cont'd)

5. Call Area Selection

This service offers a customer the option of limiting calls to certain areas of service.

Non-Recurring Charge: \$ 90.00 per toll-free #

Change Charge: \$ 40.00 per change

The customer can define two or more originating routing groups and arrange that calls to a single toll-free number placed from different routing groups terminate at different locations. The routing group can consist of any combination of NPAs.

Non-Recurring Charge: \$ 90.00

Monthly Recurring Charge: \$ 40.00

Change Charge: \$ 40.00

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NOV 30 1999
99-588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: XXXXXXXXXX

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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April 3, 2021
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Service Commission
XN-2021-0334; JX-2021-0179

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Missouri Public
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JX-2009-0735

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/ (Cont'd)

A. WorldMark Service Options and Feature Charges (Cont'd)

6. Exchange Routing

The customer can define two or more originating routing groups and arrange that calls to a single toll-free number placed from different routing groups terminate at different locations. The routing group can consist of any combination of NPA/NXXs.

Non-Recurring Charge: \$400.00*
Monthly Recurring Charge: \$ 40.00
Change Charge: \$400.00

for the NPA-NXX Group

7. Time of Day Routing

This option allows the customer to arrange for calls to a single toll-free number to be routed to different locations based on the time of day. Different routing arrangements can be made for up to 48 time slots in a 24-hour day period. The time slots must be defined in five-minute increments or multiples.

Non-Recurring Charge: \$ 90.00
Monthly Recurring Charge: \$ 40.00*
Change Charge: \$ 40.00

* per time slot, per day

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NOV 30 1999
99-588

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1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

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April 3, 2021
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Service Commission
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

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7. WorldMark Service 1/ (Cont'd)

A. WorldMark Service Options and Feature Charges (Cont'd)

8. Day of Week Routing

The customer can arrange for calls to a single toll-free number to be routed to different locations based on the day of week.

Non-Recurring Charge: \$ 90.00 per toll-free #
Monthly Recurring Charge: \$ 40.00
Change Charge: \$ 40.00 per change

9. Day of Year Routing

The customer can arrange for calls to a single toll-free number to be routed to different locations based on holidays.

Non-Recurring Charge: \$ 90.00 per toll-free #
Change Charge: \$ 40.00 per change

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Issued: September 9, 1999

Effective: [REDACTED]

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

A. WorldMark Service Options and Feature Charges (Cont'd)

10. Call Allocation

Call Allocation allows the toll-free customer to route calls for each originating routing group to two or more terminating locations based upon a customer specified percentage basis. The customer must establish a calling pattern where each percentage is a whole number and the total equals 100.

Non-Recurring Charge: \$ 90.00 per toll-free #
Monthly Recurring Charge: \$ 40.00 per time slot, per day
Change Charge: \$ 40.00 per change

11. Call Distributor

Call Distributor allows a customer to spread incoming toll-free traffic evenly over the dedicated access lines in a trunk group. The distribution can be ascending, descending, most idle or least idle. The default setting is most idle.

Non-Recurring Charge: \$ 40.00

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Service Commission
REC'D SEP 09 1999

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: October 30, 1999

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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

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D

Issued: April 16, 2009

Effective: May 16, 2009

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April 3, 2021
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Service Commission
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

A. WorldMark Service Options and Feature Charges (Cont'd)

12. Route Completion

Allows a toll-free dedicated access line customer to control potential congestion of calls by sending the overflow to a pre-defined alternate routing group. Up to 99 alternate routing plans can be established. The monthly fee overflow charge is based on the overflow access method.

Non-Recurring Charge: \$ 90.00
Monthly Recurring Charge: \$ 40.00
Change Charge: \$ 40.00 per change

13. Toll-Free Directory Assistance

This allows public access to a customer's toll-free numbers via a directory assistance inquiry.

Monthly Recurring Charge: \$ 15.00 per toll- free #

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REC'D SEP 09 1999

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NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

Sandy Chandler.
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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April 3, 2021
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees

The following is a list of guarantees for each product offered under this service that will automatically compensate the customer when stated product performance levels are not met.

The customer's right to receive the WorldMark Guarantees as set forth will depend upon the Company's receipt of customer's full payment of each months' invoice. In the event the customer's account becomes past due, the Company reserves the right to void all rights to WorldMark's Service Satisfaction Guarantees and Service Restoration Guarantees as defined herein.

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FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

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Issued: September 9, 1999

Effective: [REDACTED]

NOV 30 1999

Sandy Chandler.
Six Concourse Parkway
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RESERVED FOR FUTURE USE

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D

Issued: April 16, 2009

Effective: May 16, 2009

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5 SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

1. WorldMark 1+ Switched/ Dedicated Service

Installation Interval Guarantee - WorldMark customers of switched outbound service will be installed within five (5) full business days from the date the customer signed the service order. WorldMark customers of dedicated outbound service (limited to Company Tier One cities) will be installed within eighteen (18) full business days from the date the customer signed the service order.

Customer Compensation - For each day the WorldMark switched or dedicated outbound installation interval is exceeded, a credit for each day's usage for the affected service will be issued. The average daily usage amount is calculated from the first complete billing period. In addition, customers will receive credit for their installation and first month's access line charges.

Service Satisfaction Guarantee - The Company will pay the local access and interexchange carrier service installation charges to return the customer to their previous carrier and circuit configuration if they are not satisfied after one hundred twenty (120) days with our service. Reimbursement will be limited to the levels of service in the previous configuration.

FILED

NOV 30 1999
99-588
MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: C [REDACTED]

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Six Concourse Parkway
Suite 3200
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
5055 North Point Parkway
2nd FL
Alpharetta, GA 30022

CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

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5 SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

1. WorldMark 1+ Switched/ Dedicated Service (Cont.)

Service Restoration Guarantee - The Company guarantees that it will restore outbound service interruptions within thirty (30) minutes from the time the customer initiates the trouble call.

Customer Compensation - If the restoration interval is exceeded, the Company will automatically issue a credit equal to one (1) day's average usage charges. The average daily usage amount is calculated from the first complete billing period. Limited to one (1) credit per day, not to exceed thirty (30) credits in one (1) month.

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Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1999.

Issued: September 9, 1999

Effective XXXXXXXXXX

Sandy Chandler.
Six Concourse Parkway
Suite 3200
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NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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Missouri Public
Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service

Installation Interval Guarantee - WorldMark customers of switched inbound service will be installed within five (5) full business days from the date the customer signed the service order. WorldMark customers of dedicated inbound service (limited to Company Tier One cities) will be installed within eighteen (18) full business days from the date the customer signed the service order.

Customer Compensation - For each day the WorldMark switched or dedicated inbound installation interval is exceeded, a credit for each day's usage for the affected service will be issued. The average daily usage amount is calculated from the first complete billing period. Limited to one (1) credit per day, not to exceed thirty (30) credits in one (1) month. In addition, the monthly WorldMark toll-free service fee will be credited and dedicated customers will receive credit for their installation and first month's access line charges.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

NOV 30 1999

Sandy Chandler.
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RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Additional Number Installation Guarantee - Additional toll-free numbers will be added to existing WorldMark switched or dedicated inbound service within one (1) full business day. This guarantee is not applicable if the additional number requires the installation of additional dedicated access lines or if the FCC-imposed restrictions on the availability of toll-free numbers necessitates a delay beyond the Company's control. In addition, the Company makes no warranty on our ability to overcome delays caused by competitors when porting existing numbers.

Customer Compensation - For each day the additional number installation interval is exceeded, a credit for each day's usage will be issued for the affected service. In addition, the monthly WorldMark toll-free service fee will be credited for the affected service.

FILED

NOV 30 1999
99-588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

Sandy Chandler.
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NOV 30 1999

Missouri Public
Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Feature Installation Interval Guarantee - New WorldMark toll-free service feature configurations will be installed in one hundred twenty (120) minutes or less from the time a request is received by our WorldMark Customer Service Support Center. Toll-free feature change requests are limited to three (3) per hour, limited to ten (10) changes per feature.

Feature Reconfiguration Guarantee - Predetermined WorldMark toll-free service feature configurations will be implemented in sixty (60) minutes or less from the time a request is received by our WorldMark Customer Support Center. Toll-free feature change requests are limited to three (3) per hour, limited to ten (10) changes per feature.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

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Issued: September 9, 1999

Effective: XXXXXXXXXX

Sandy Chandler.
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NOV 30 1999

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RESERVED FOR FUTURE USE

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CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Service Reconfiguration Guarantee - The Company guarantees that it will implement any predefined alternative routing schemes for WorldMark toll-free service and/or features in thirty (30) minutes or less from the time a request is received by our WorldMark Customer Support Center. Toll-free feature change requests are limited to three (3) per hour, limited to ten (10) changes per feature.

Customer Compensation - If the service or feature installation and/or reconfiguration interval is exceeded, the customer will automatically receive a credit equal to one day's average usage charges for WorldMark toll-free service and WorldMark toll-free monthly recurring service and feature charges for the affected service.

FILED

NOV 30 1999
99 - 588
MISSOURI

Public Service Commission

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Issued: September 9, 1999

Effective: XXXXXXXXXX

Sandy Chandler.
Six Concourse Parkway
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NOV 30 1999

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RESERVED FOR FUTURE USE

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Effective: May 16, 2009

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CANCELLED
April 3, 2021
Missouri Public
Service Commission
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FILED
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Service Satisfaction Guarantee - The Company will pay the local access and interexchange carrier service installation charges to return the customer to their previous carrier and circuit configuration if they are not satisfied after one hundred twenty (120) days with our service. Reimbursement will be limited to the levels of service in the previous configuration.

Service Restoration Guarantee - The Company guarantees that it will restore inbound service interruptions within thirty (30) minutes from the time the customer initiates the trouble call.

Customer Compensation - If the restoration interval is exceeded, the Company will automatically issue a credit equal to one (1) day's average usage charges. The average daily usage amount is calculated from the first complete billing period. Limited to one (1) credit per day, not to exceed thirty (30) credits in one (1) month.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

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Issued: September 9, 1999

Effective: XXXXXXXXXX

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Six Concourse Parkway
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Atlanta, GA 30328

NOV 30 1999

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RESERVED FOR FUTURE USE

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Issued: April 16, 2009

Effective: May 16, 2009

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April 3, 2021
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FILED
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Installation Interval Guarantee - The Company will deliver WorldMark calling cards within five (5) business days from the date the service order is signed. Upon signing a service order for WorldMark Calling Cards, a complimentary twenty (20) minute PhonePass prepaid card will be issued for each calling card ordered.

Customer Compensation - If the installation interval is exceeded, a \$15.00 credit will be issued for each distinct WorldMark Calling Card number.

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Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

Sandy Chandler.
Six Concourse Parkway
Suite 3200
Atlanta,GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

B. WorldMark Service Guarantees (Cont'd)

2. WorldMark Toll-Free Service (Cont'd)

Service Restoration Guarantee - The Company guarantees that it will restore WorldMark Calling Card service interruptions within thirty (30) minutes or less, upon notification to the WorldMark Customer Support Center.

Customer Compensation - The Company will automatically issue a \$15.00 credit if WorldMark Calling Card Service is not restored within thirty (30) minutes. Limit one (1) credit per account per day, not to exceed thirty (30) credits in one (1) month.

Card Security Guarantee - If the customer's WorldMark Calling Card is deactivated due to toll fraud, they may call our WorldMark Customer Support Center and receive a free twenty (20) minute PhonePass prepaid card number to use until we issue another calling card.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: [REDACTED]

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Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

NOV 30 1999

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RESERVED FOR FUTURE USE

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Effective: May 16, 2009

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REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

C. WorldMark Service Liability

1. With thirty (30) days prior written notice, the Company reserves the right to discontinue providing WorldMark Service to a customer if the Company issues five (5) or more restoration credits in a thirty (30) calendar period.

(a) In the event the Company cancels WorldMark Service in accordance with Section 5.4.7.C.1 above, the Company will reimburse the customer the charges directly related to the switch back (the "Qualifying Charges") based on the customer's prior network configuration, not to exceed the amount paid for installation of WorldMark Service.

(b) Any WorldMark Switched Back Reimbursement due hereunder as described above, shall be due and payable to customer on or before sixty (60) calendar days from the time the Company notifies the customer of the cancellation of WorldMark Services.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

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Issued: September 9, 1999

Effective: XXXXXXXXXX

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Six Concourse Parkway
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NOV 30 1999

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RESERVED FOR FUTURE USE

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Effective: May 16, 2009

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April 3, 2021
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Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

Missouri Public
Service Commission

REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/ (Cont'd)

C. WorldMark Service Liability (Cont'd)

1. (Cont'd)

(c) Payment of the WorldMark Switch back Reimbursement may at the customer's option, be made by either (i) a credit against the customer's then-current charges for services provided by the Company, if any; or, (ii) a check drawn on a United States bank and payable in United States dollars. Said payment may be withheld if customer is in past due status with the Company.

2. In addition to the liability provisions specifically provided in this section, all other Rules and Regulations for liability as filed in Section 3, General Rules and Regulations Section will also apply to WorldMark Services.

FILED

NOV 30 1999
9 9 - 5 8 8

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/ (Cont'd)

D. Rate Periods

Peak - All calls that occur between 7 A.M. through 6:59 P.M., Monday through Friday, except on Company-recognized holidays.

Off Peak - All calls that occur between 7 P.M. through 6:59 A.M., Monday through Friday, and all calls between 7 P.M. Friday and 6:59 A.M. Monday and Company-recognized holidays.

E. Billing Increments

Domestic switched and dedicated access, outbound and inbound (toll-free) product calls are billed in eighteen (18) second initial increments and additional increments of six (6) seconds. WorldMark Calling Card is billed at an initial sixty (60) second increment and rounded to the next higher six (6) second increment thereafter. All fractional per call charges will be rounded to the nearest whole cent.

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

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Issued: September 9, 1999

Effective XXXXXXXXXX

NOV 30 1999

Sandy Chandler.
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Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

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CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
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5.4 Other Service Arrangements (Cont'd)

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7. WorldMark Service 1/ (Cont'd)

F. WorldMark Rate Schedules

Per minute intrastate base rates for WorldMark Service are the same for all Options (A-D) and apply as shown below:

1. Switched Per Minute Rate

	<u>Peak</u>	<u>Off Peak</u>
Switched Outbound	\$0.1300	\$0.1300
Switched Toll-Free	\$0.1350	\$0.1350

2. Dedicated Per Minute Rate

	<u>Peak</u>	<u>Off Peak</u>
Dedicated Outbound	\$0.0900	\$0.0900
Dedicated Toll-Free	\$0.0950	\$0.0950

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~September 29, 1999~~

Sandy Chandler,
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

NOV 30 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

Issued: April 16, 2009

Effective: May 16, 2009

Sandy Chandler
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
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5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

G. WorldMark Calling Card Service

1. Direct Dial Rate Schedule

(a) Per Minute rates applying to all time periods:

Per Minute rate: \$0.2500

(b) Billing Increments

Domestic calls are billed in sixty (60) second initial increments and additional increments of six (6) seconds.

(c) Per Call Surcharge

(1) Per Call Surcharge: \$0.2500

(2) The following rates and surcharge will apply to calls which default to a live operator.

Per Minute rate: \$0.2500

Per Call Surcharge: \$0.5000

FILED

NOV 30 1999
99 - 588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~September 20, 1999~~

Sandy Chandler.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

NOV 30 1999

CANCELLED
May 16, 2009
Missouri Public
Service Commission
JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

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CANCELLED
April 3, 2021
Missouri Public
Service Commission
XN-2021-0334; JX-2021-0179

FILED
Missouri Public
Service Commission
JX-2009-0735

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REC'D SEP 09 1999

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1/(Cont'd)

G. WorldMark Calling Card Service (Cont'd)

2. WorldMark Calling Card Service - Operator Assisted Rate Schedule

If a customer chooses to access an operator to place a call, the call will be billed at the per minute rate below:

Per Minute Rate: \$0.5000

(a) Billing Increments

All WorldMark Calling Card calls placed with the assistance of an operator will be billed in one (1) minute increments.

(b) Per Call Surcharge

The following surcharge will apply in addition to the per minute rates above.

Per Call Charge

Station-to-Station	\$1.50
Person-to-Person	\$3.00
Basic Surcharge	\$0.50

FILED

NOV 30 1999
99-588

MISSOURI
Public Service Commission

1/ This service is no longer available to new customers as of July 8, 1998.

Issued: September 9, 1999

Effective: ~~October 30, 1999~~

NOV 30 1999

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

RESERVED FOR FUTURE USE

D

D

Issued: April 16, 2009

Effective: May 16, 2009

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CANCELLED
April 3, 2021
Missouri Public
Service Commission
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FILED
Missouri Public
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JX-2009-0735

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.4 Other Service Arrangements (Cont'd)

7. WorldMark Service 1(Cont'd)

H. WorldMark Termination Language

Customers who terminate service prior to the end of the term of commitment will be liable for a cancellation penalty equal to the monthly minimum billing commitment times the number of months remaining in the customer commitment period through the expiration of the first year. If applicable, twenty-five percent of the balance remaining (monthly minimum billing commitment times the number of remaining months in the contract beyond the first year) will also be included (per service type). If the termination becomes effective after the completion of the first year, then the charge shall be equal to twenty-five percent of the balance remaining (monthly minimum billing commitment times the number of months remaining in the contract). The foregoing cancellation penalty will apply unless the Customer immediately converts to another Company service with equal or greater term and minimum usage requirement commitments, and Customer continues to use such Company Service for a period of months equal to or greater than the number of months remaining in the term during which the conversion takes place.

Missouri Public
Service Commission

REC'D SEP 09 1999

FILED

NOV 30 1999

99 - 588

MISSOURI

Public Service Commission

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Issued: September 9, 1999

Effective: October 30, 1999

NOV 30 1999

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