

GENERAL AND LOCAL EXCHANGE TARIFFLOCAL EXCHANGE SERVICETable of Contents

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GENERAL AND LOCAL EXCHANGE TARIFF

RECEIVEDLOCAL EXCHANGE SERVICE

FEB 27 1996

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Public Service CommissionSheet

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W. Jay Mitchell
President
Seneca, MissouriAPR 1 1996
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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICEMISSOURI
Public Service Commission

A. General

1. The rates for Local Exchange Service are subject to the conditions as set forth herein and the Rules and Regulations governing provision of such service covered in this Tariff.

B. Conditions

1. Service Upgrades

At locations where facilities permit, two-party and four-party residence and four-party business service is not offered to customers requesting new telephone service or to customers requesting a change in their existing telephone service.

Locations in which facilities permit the exclusive provision of one-party service for all customers within an exchange will be designated as such on the Local Exchange Service Offerings sheets.

Those locations in which facilities permit the exclusive provision of one-party service for all customers within a designated area will be identified as approved by the Missouri Public Service Commission on the Local Exchange Service Offerings sheets for that exchange. Existing two-party and four-party customers will be allowed to continue their service until such time as they are upgraded by the Company. At the time the customer's two-party or four-party service is upgraded to one-party service, the application of normal service charges will not apply.

The two-party or four-party conversion will consist of the following:

- a. The Company will remove the tip party identifier, change the customer to a new cable pair, or if required, change out the ringer and/or instrument. The customer will not be charged for a premise visit or for an instrument modification when required.
- b. As the Company completes upgrading, as shown on approved Local Exchange Service Offerings sheets, only one-party business and one-party residence service will be available. One-party rates will be effective for each customer on the date the customer's service is upgraded to one-party service.

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LOCAL EXCHANGE SERVICE

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C. Taxes

1. Applicable taxes levied by Federal, State, County and local taxing authorities are in addition to the rates set forth in this tariff.

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Public Service Commission

D. Reserved for Future Use.

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President
Seneca, Missouri

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5. Specific classes and grades of service available in each exchange is governed by the Local Exchange Service Offerings sheets.

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President
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E. Schedules of Local Exchange Monthly Rates

1. The schedules of Local Exchange Rate Components, by class and grade of service shown later in this section are described herein:

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Public Service Commission

- a. Schedule includes exchanges in which the minimum classes and grades of service offered are:

Within the Base Rate Area - business one-party and residence two-party service, and

Outside the Base Rate Area - rural business and residence four-party service.(1)

(1) See paragraph B., 1. preceding.

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Ozark Telephone Company
For All Exchanges

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

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE SERVICE

REC'D JUN 07 2000

LOCAL EXCHANGE SERVICE

Missouri School Discount Program

N

- A. A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
- B. Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3, following.
- C. An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federation of non-Public Schools Accrediting Association, Independent Schools Association of The Central States, North Central Association of Colleges and Schools, and/or the University of Missouri - Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
- D. The qualifying discount will be permitted only on the local exchange access line. All other features, ancillary services or options, relative to the particular service, shall continue to be billed at the appropriate tariffed rates.
- E. The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution.
- F. In addition to meeting the qualification specified in Paragraph 3 preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
- G. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
- H. The following local exchange services are eligible for a discount under this program:
- Flat Rate, business one-party service

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President
Ozark Telephone Company
Seneca, Missouri

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OZARK TELEPHONE COMPANY

PSC MO. NO. 1

Section 4

Original Sheet 5 through 15

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Ozark Telephone Company
For All Exchanges

P.S.C. MO. No. 1
Section 4
Original Sheet No. 5.1

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE SERVICE

REC'D JUN 07 2000

LOCAL EXCHANGE SERVICE

Discounts for Schools and Libraries Participating in the Federal Universal Service Program

- A. Discounts on the intrastate services offered through this tariff will be available to eligible schools and libraries. A school or library will be eligible to participate in the discount program if it receives funds from the Federal Universal Service Fund.
- B. The level of discount available will mirror the discount percentage level available to the school or library through the Federal Universal Service Fund program. The discount will be applied against the intrastate service rate otherwise applicable under this tariff. The discount only applies to the extent funds are available to the eligible school or library, through the Federal Universal Service Fund.

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President
Ozark Telephone Company
Seneca, Missouri

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Note: Please refer to the cancelled pages (original pages 5-15) regarding the gap in sequence.

GENERAL AND LOCAL EXCHANGE TO RECEIVED

LOCAL EXCHANGE SERVICE

JAN 15 1997

H. Rates

1. The following rate schedule reflects only the rates for central office access lines (excluding payphone service). MISSOURI PUBLIC SERVICE COMMISSION (C)
2. The following rates will be increased appropriately for service within municipalities having in effect a fee or tax described elsewhere in this Section.

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Ozark Telephone Company
Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

H. Rates

FEB 27 1996

1. The following rate schedule reflects only the rates for central office access lines (excluding semi-public service which includes a coin telephone station).
2. The following rates will be increased appropriately for service within municipalities having in effect a fee or tax described elsewhere in this Section.

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Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE**

H. Rates (Continued)

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

Monthly Rates (1)(2)

Local rates for Residential and Business services are available at the Company's Website: (N)

<https://sgobroadband.com/>

<u>PBX Trunk</u>	<u>Key Line</u>
\$20.25	\$20.25
N/A	\$18.00

B. Unlimited Two-Way Calling

Noel Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
 (2) Rate for one party service includes touch tone calling access at no charge.
 (3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

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Ozark Telephone Company
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Seneca, MO 64865

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GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE**

H. Rates (Continued)

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

	Monthly Rates (1)(2)		
	<u>Access Line</u>	<u>PBX Trunk</u>	<u>Key Line</u>
Business	\$19.00 (R)	\$20.25	\$20.25
Residence	\$18.00 (R)	N/A	\$18.00

B. Unlimited Two-Way Calling

Noel Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
(2) Rate for one party service includes touch tone calling access at no charge.
(3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

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Ozark Telephone Company
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GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE**

H. Rates (Continued)

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

	Monthly Rates (1)(2)		
	<u>Access Line</u>	<u>PBX Trunk</u>	<u>Key Line</u>
Business	\$21.00 (1)	\$20.25	\$20.25
Residence	\$18.00 (1)	N/A	\$18.00

B. Unlimited Two-Way Calling

Noel Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
 (2) Rate for one party service includes touch tone calling access at no charge.
 (3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

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Ozark Telephone Company
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Seneca, MO 64865

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GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE**

H. Rates (Continued)

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

	Monthly Rates (1)(2)			
	<u>Access Line</u>	<u>PBX Trunk</u>	<u>Key Line</u>	
Business	\$19.00	\$20.25	\$20.25	(I)
Residence	\$18.00	N/A	\$18.00	(I)

B. Unlimited Two-Way Calling

Noel Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
 (2) Rate for one party service includes touch tone calling access at no charge.
 (3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE****H. Rates (Continued)**

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

	<u>Monthly Rates (1)(2)</u>			
	<u>Access Line</u>	<u>PBX Trunk</u>	<u>Key Line</u>	
Business	\$15.00	\$16.25	\$16.25	(1)
Residence	\$14.00	N/A	\$14.00	(1)

B. Unlimited Two-Way Calling**Noel Exchange (3)**

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
(2) Rate for one party service includes touch tone calling access at no charge.
(3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

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Ozark Telephone Company

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

H. Rates (Continued)

3. Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

A. Local Exchange Access Line Rates

Monthly Rates (1) (2)

	<u>Access Line</u>	<u>PBX Trunk</u>	<u>Key Line</u>
Business	\$13.00	\$16.25	\$16.25
Residence	\$10.00	N/A	\$10.00

B. Unlimited Two-Way Calling

Noel Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest City Exchange (3)

Seneca
Tiff City
Goodman
Lanagan
Noel

C. Taxes and Other Government Imposed Charges

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

- (1) The above rates do not include a company provided instrument.
(2) Rate for one party service includes touch tone calling access at no charge.
(3) Residence and Business rates include unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

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Seneca, MO 64865

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Ozark Telephone Company
of Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

LOCAL EXCHANGE SERVICE

REC'D AUG 27 2001

H. Rates (Cont'd)

3. Local Exchange Access Line Monthly Rate

Unless otherwise specified, the charges quoted in the tariff are for the period of one month and entitle the subscriber to telephone service and messages to all stations in the service area of Seneca Telephone Company.

*
*

CLASS AND GRADE OF SERVICE

	Business <u>Service</u>	Residence <u>Service</u>	
One Party	\$13.00	\$ 6.50	
PBX Trunk	16.25	N/A	(D)
Key Line	16.25	6.50	

Noel⁽¹⁾

Seneca
Tiff City
Goodman
Lanagan
Southwest City

Southwest City⁽¹⁾

Seneca
Tiff City
Goodman
Lanagan
Noel

When any taxing authority imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts or revenues from sale of telephone service by the Company, the charges for local service to customer within such municipality shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

(1) Residence and Business rate includes unlimited two-way calling to the listed exchanges of Goodman, Ozark and Seneca Telephone Companies.

*

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Ozark Telephone Company
P.O. Box 547
Seneca, MO 64865

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of Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE

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H. Rates (Cont'd)

3. Local Exchange Access Line Monthly Rate

MISSOURI
Public Service Commission

EXCHANGES

Noel
Southwest City

CLASS AND
GRADE
OF SERVICE

Business Service:

One-Party	\$13.00
Four-Party	13.00
PBX Trunk	16.25
Key Line	16.25

(D)
(D)

Residence Service:

One-Party	6.50
Two-party	5.20
Four-Party	4.23
Key Line	6.50

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Seneca, Missouri

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H. Rates (Cont'd)

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3. Local Exchange Access Line Monthly Rate

MISSOURI
Public Service CommissionEXCHANGESNoel
Southwest CityCLASS AND
GRADE
OF SERVICE

Business Service:

One-Party	\$13.00
Four-Party	13.00
PBX Trunk	16.25
Key Line	16.25
Semi-Public	16.25
Customer Owned	26.95
Pay Tel Svc	

Residence Service:

One-Party	6.50
Two-Party	5.20
Four-Party	4.23
Key Line	6.50

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MISSOURI

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W. Jay Mitchell
President
Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE SERVICE RECEIVED

LOCAL EXCHANGE SERVICE

JAN 15 1997

I. Local Exchange Service Offerings

MISSOURI Public Service Commission														
Exchange	Within the Base Rate Area						Outside the Base Rate Area							
	Bus	PBX	Key	Res	Res	Res	Bus	Bus	PBX	Key	Res	Res		Res
	1Pty	Trk	Line	1Pty	2Pty	4Pty	1Pty	4Pty	Trk	Line	1Pty	2Pty		4Pty
							(2)		(2)	(2)	(2)			
Noel	x	x	x		x		x	x	x	x	x		x	(D)
Southwest City	x	x	x		x		x	x	x	x	x		x	(D)

- (2) At locations where facilities permit, one-party service is offered to customers requesting new telephone service or to customers requesting a change in their existing telephone service.

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Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

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I. Local Exchange Service Offerings

MISSOURI

Public Service Commission

Exchange	Within the Base Rate Area							Outside the Base Rate Area							
	Bus 1Pty	PBX Trk	Key Line	Semi Pub	Res 1Pty	Res 2Pty	Res 4Pty	Bus 1Pty	Bus 4Pty	PBX Trk	Key Line	Semi Pub	Res 1Pty	Res 2Pty	Res 4Pty
Noel	x	x	x	x	x			(2)	x	(2)	(2)	(2)	x		x
Southwest City	x	x	x	x	x			x	x	x	x	x	x		x

CANCELLED

APR 15 1997

BY Lot R.S. #19
Public Service Commission
MISSOURI

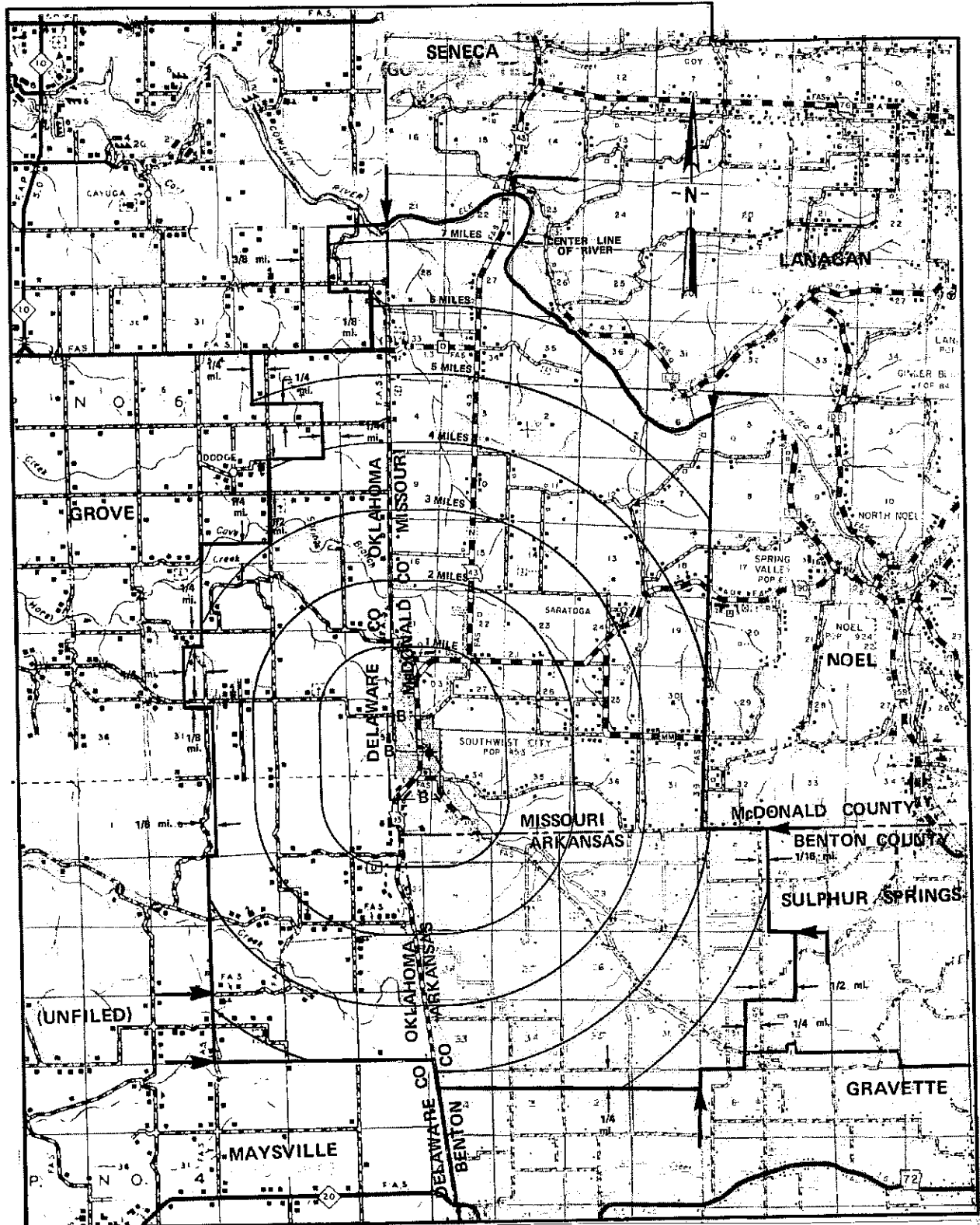
(2) At locations where facilities permit, one-party service is offered to customers requesting new telephone service or to customers requesting a change in their existing telephone service.

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EXCHANGE AREA MAP
SOUTHWEST CITY



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W. Jay Mitchell
P.O. Box 547
Seneca, MO 64865

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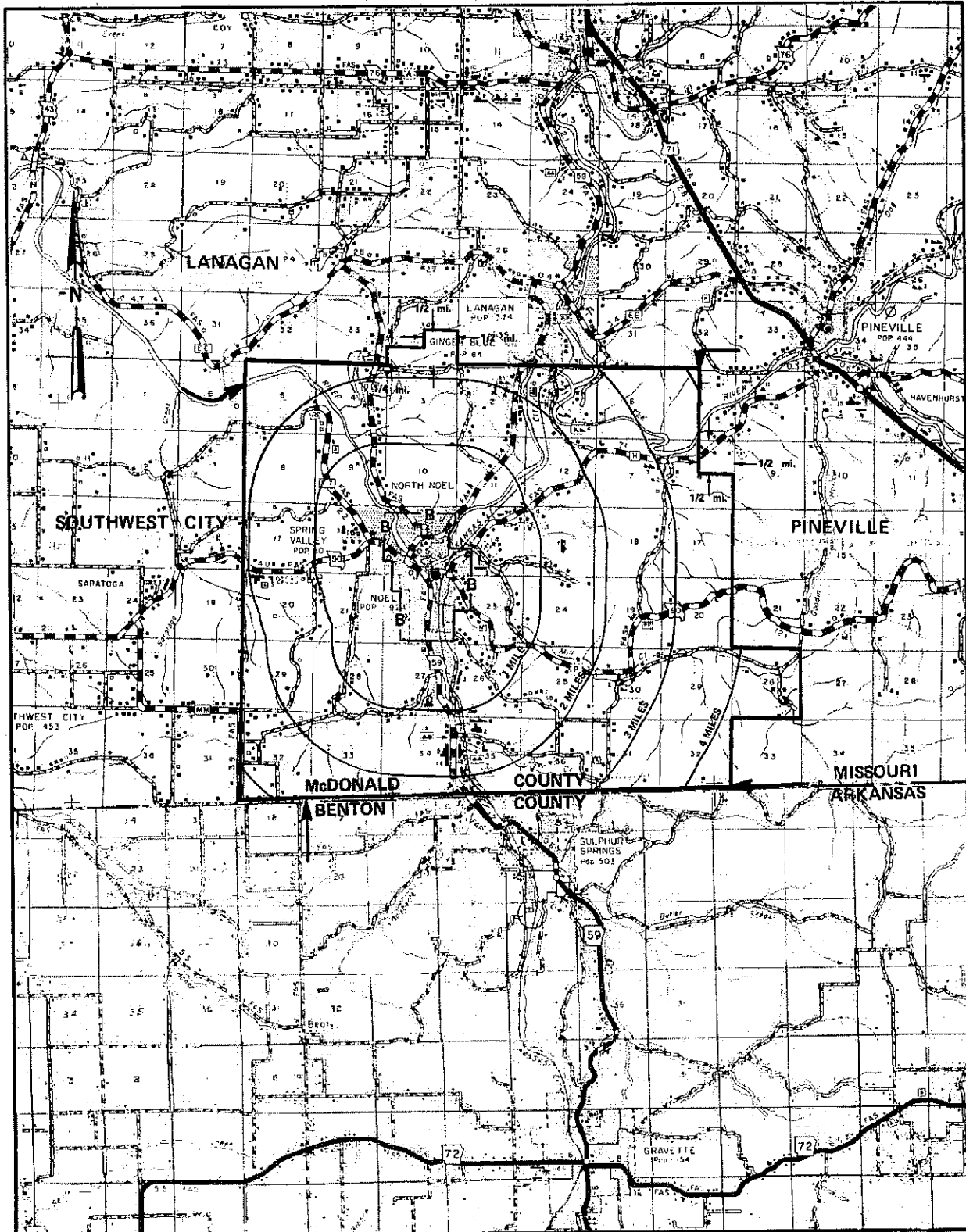
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President
Seneca, Missouri

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MO. PUBLIC SERVICE COMM

EXCHANGE AREA MAP
NOEL, MO



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OZARK TELEPHONE COMPANY

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Section 4
1st Revised Sheet 22
Cancelling Original Sheet 22

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Reserved for Future Use.

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P.O. Box 547
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OZARK TELEPHONE COMPANY

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Section 4
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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

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GENERAL AND LOCAL EXCHANGE TARIFF

LIFELINE SERVICE

A. General Regulations

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows:

<http://sgo.cravenproductions.com/services/phone/lifeline/>.

Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows:

<http://sgo.cravenproductions.com/services/phone/lifeline/>.

(N)

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

LIFELINE SERVICE

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single-party residence service.
2. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

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*Indicates new rate or text
+Indicates change

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

LIFELINE SERVICE

REC'D JUN 18 2002

A. General Regulations

Service Commission

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate for one party service of \$1.75. The components of the reduction to basic residential one-party rates are as follows: (C)

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: * (C)

The Federal baseline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

*Baseline amount of Federal Credit is equal to 100% of the Federal End Subscriber Line Charge as specified in the Company's Interstate Access Tariff. (N)
Missouri Public (N)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

LIFELINE SERVICE

REC'D DEC 03 2001

A. General Regulations

Service Commission

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$6.75. (C)
The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: \$5.00 (C)

The Federal baseline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

JAN 05 1998

LIFELINE SERVICE

MISSOURI
Public Service Commission

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$5.25. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: \$3.50

The Federal baseline lifeline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

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MISSOURI

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MO. PUBLIC SERVICE COMMISSION

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Ozark Telephone Company
Seneca, Missouri

Effective: **FEB 04 1998**

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

NOV 19 1997

LIFELINE SERVICE

MO. PUBLIC SERVICE COMM

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$5.25. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: \$3.50

The Federal baseline lifeline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. The rate for toll blocking will be charged on a monthly basis as specified in Call Restriction section.

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Public Service Commission
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GENERAL AND LOCAL EXCHANGE TARIFF

RECEIVED

LOCAL EXCHANGE SERVICELIFELINE SERVICE

FEB 27 1996

A. General

1. Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line rates for qualifying residential customers.
2. Eligibility Requirements

Lifeline Service is available to those customers who are certified by the Department of Social Services as eligible to receive Utilicare benefits. The Department of Social Services shall inform such persons about how to apply for assistance under the Lifeline Service plan and shall provide to each person documentation of eligibility for participation in the program.

3. Lifeline Service is limited to one line per household at the customer's primary residence.

B. Rates and Charges

1. Service charges do not apply when Lifeline Service is added to an existing service, or is discontinued, and it is the only service being ordered.
2. A total credit of \$4.00 applies as follows:

	<u>Monthly Rate</u>
a. A monthly credit applies to the Federal Subscriber Line Charge, and	\$ 2.00
b. A monthly credit applies to the network access line rate.	2.00
3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates.
4. When the customer is no longer eligible for Lifeline Service, the Lifeline credit will be discontinued and regular tariffed rates and charges will apply.

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By

KSR #24

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MISSOURIW. Jay Mitchell
President
Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service.
 - a. To qualify for Lifeline the consumer must participate in one of the following programs:
 - 1) Mo HealthNet (f/k/a Medicaid) (T)
 - 2) Food stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal Public Housing Assistance or Section 8
 - 5) Low Income Home Energy Assistance Program
 - 6) National School Free Lunch Program (T)
 - 7) Temporary Assistance for Needy Families, or (T)
 - 8) The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012). (N)
(N)
2. The customer must sign, under penalty of perjury a document certifying:
 - a. He/she is receiving benefits from one of the programs in 1.a. above.
 - b. Name of the program(s) from which they are receiving benefits.
 - c. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
3. The premises at which the residence service is requested must be the applicant's principal place of residence.
4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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LOCAL EXCHANGE SERVICE

NOV 19 1997

LIFELINE SERVICE

MO. PUBLIC SERVICE COMMISSION (C)

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:
 - a. To qualify for Lifeline the consumer must participate in one of the following programs:
 - 1) Medicaid
 - 2) Food stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal public housing assistance
 - 5) Low Income Home Energy Assistance Program
2. The customer must sign, under penalty of perjury a document certifying:
 - a. He/she is receiving benefits from one of the programs in 1.a. above.
 - b. Name of the program(s) from which they are receiving benefits.
 - c. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
3. The premises at which the residence service is requested must be the applicant's principal place of residence.
4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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A. Missouri Universal Service Fund Low-Income Assistance

1. **General**-A low-income customer is any customer who requests or received residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
2. **Regulations**-Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
 - a) Mo HealthNet (f/k/a Medicaid) (T)
 - b) Food Stamps
 - c) Supplemental Security Income (SSI)
 - d) Federal Public Housing Assistance or Section 8
 - e) Low Income Home Energy Assistance Program (T)
 - f) National School Free Lunch Program (T)
 - g) Temporary Assistance for Needy Families, or (T)
 - h) The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (eff. June 1, 2012). (N)
3. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges: (T)
 - a) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - b) Access to local emergency service, including, but not limited to, 911 service established by local authorities
 - c) Access to basic local operator services
 - d) Access to basic local directory assistance
 - e) Standard intercept service
 - f) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - g) One (1) standard white pages directory listing
 - h) Toll blocking or toll control for qualifying low-income customers

A. Missouri Universal Service Fund Low-Income Assistance

1. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
2. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
 - a) Medicaid
 - b) Food Stamps
 - c) Supplementary Security Income (SSI)
 - d) Federal Public Housing Assistance or section 8
 - e) Low Income Home Energy Assistance Program (LIHEAP)
 - f) Temporary Assistance to Needy Families (TANF)
 - g) National Free Lunch Program
3. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
 - a) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - b) Access to local emergency services, including, but not limited to, 911 service established by local authorities
 - c) Access to basic local operator services
 - d) Access to basic local directory assistance
 - e) Standard intercept service
 - f) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - g) One (1) standard white pages directory listing
 - h) Toll blocking or toll control for qualifying low-income customers

*Indicates new rate or text

+Indicates change

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OZARK TELEPHONE COMPANY
of Seneca, Missouri

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4. **Support Amount** – Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

B. Missouri Universal Service Fund Disabled Assistance

1. **General** – A disabled customer, or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in this tariff, and meets the eligibility requirements set forth in this tariff.
2. **Regulations** – Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- a) Federal Social Security Disability benefits
 - b) Federal Supplemental Security income benefits
 - c) Veterans Administration benefits
 - d) State blind pension pursuant to Section 209.010 to 209.160, RSMo
 - e) State aid to blind persons pursuant to Section 209.240 RSMo.
 - f) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
3. **Support Amount** – Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

*Indicates new rate or text

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President

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OZARK TELEPHONE COMPANY
of Seneca, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

C. Missouri Universal Service Fund

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

*Indicates new rate or text

+Indicates change

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W. Jay Mitchell
President

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GENERAL EXCHANGE TARIFF**THREE-DIGIT DIALING SERVICE (811)****1. Three-Digit Dialing Service (811)****1.1 General Regulations**

- A. The 811 Service is a locally assigned three digit abbreviated dialing code provided to a state One Call System ("SOCS") for use in providing advance notice of excavation activities to underground facility operators by way of voice grade facilities. Federal Communications Commission ("FCC") Docket 92-105 mandates that incumbent local exchange carriers in each local calling area make the 811 abbreviated dialing code available to a SOCS as a tarified, local calling area based service (the "811 Service").
- B. The 811 Service allows a Company subscriber to access a SOCS call center by dialing only the 811 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make, and the SOCS shall be able to receive, calls using the 811 Service as part of their local exchange service.
- C. All 811 Service calls shall be local in nature and shall not result in any expanded area calling, intraLATA toll or interLATA long distance or pay-per-call charges to Company subscribers.
- D. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 811 Service is otherwise available wherever local service is available.
- E. 811 Service is available from the Company within the Company's service area only. To provide access to 811 to end users in another company's service area or to a Competitive Local Exchange Carrier ("CLEC") end user within the local calling area, the SOCS must make appropriate arrangements with the other company or CLEC serving that territory. The SOCS should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.

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THREE-DIGIT DIALING SERVICE (811)

1. Three-Digit Dialing Service (811) (cont'd)

1.2 Obligations of the SOCS

- A. The SOCS may, but is not required to, submit a written application for 811 service to the Company which will include:
 - (1) The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 811 abbreviated code.
 - (2) For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 811 Service.
 - (3) Complete contact information.
- B. If requested by the Company, the 811 provider shall assist the Company in responding to complaints made to the Company concerning 811 Service.
- C. Local Calling for Company Subscribers
 - (1) The SOCS, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate Extended Area Service ("EAS"), Metropolitan Calling Area ("MCA") service, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - (2) The SOCS must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by SOCS.
 - (3) The SOCS is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

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THREE-DIGIT DIALING SERVICE (811)

1. Three-Digit Dialing Service (811) (cont'd)

1.3 Obligations of the Company

- A. The Company shall provision the 811 Service in accordance with FCC directives and the terms of this tariff.
- B. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
- C. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable SOCS to respond to such calls at SOCS established call centers.
- D. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The SOCS is responsible for making such operational tests as, in the judgment of the SOCS, are required to determine whether the Company's facilities are functioning properly for its use. The SOCS is responsible for promptly notifying the Company in the event the Company's facilities are not functioning properly.

1.4 Liability

- A. The Company's entire liability to any person for interruption or failure of the 811 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- B. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the SOCS for the 811 Service and local exchange service for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- C. The Company is not liable for any losses or damages caused by the negligence of the SOCS.

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THREE-DIGIT DIALING SERVICE (811)

1. Three-Digit Dialing Service (811) (cont'd)

1.4 Liability (cont'd)

- D. The Company shall not be liable to the SOCS for any damages the SOCS may incur that result from any changes, modifications or rulings made by the FCC.
- E. The Company will make every effort to route 811 calls to the SOCS call center, however, the Company will not be held responsible for routing mistakes or errors.
- F. The 811 Service is provided solely for the benefit of the SOCS. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

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OZARK TELEPHONE COMPANY

PSC MO. NO. 1
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SERVICE CHARGES

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Ozark Telephone Company
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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

1. The rates, terms and conditions for various non-recurring, service charges are set forth on the Company's website: <https://sgobroadband.com/tariff/>. (N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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A. General

1. Service Charges are nonrecurring charges shown in this Section and apply when the following activities are performed at the request of a customer.
 - a. Service Connections - New installations or subsequent additions of telephone service. A move of an existing service to a different premise. (C)
 - b. (D)
(D)
 - c. Changes - Move, change, or addition of a service at an existing premises. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring. (C)
(C)
 - d. Restoral Charge - Applicable for work associated with reconnecting service which has been temporarily disconnected for nonpayment.
2. Service Charges apply in addition to all other rates and charges.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
4. Payment of Service Charges
 - a. Payment of Service Charges for the establishment of service may be required prior to the establishment of service.
 - b. Residence Service Charges may be billed in equal amounts over periods not exceeding four (4) months. Only one such arrangement at any one time will be provided.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

A. General

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1. Service Charges are nonrecurring charges shown in this Section and apply when the following activities are performed at the request of a customer.
- a. Service Connections - New installations or subsequent additions of telephone service and/or semi-public telephone equipment. A move of an existing service to a different premise.
- b. Inside Moves - Transfer of telephone service and/or semi-public telephone equipment from one location to another location within the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved.
- c. Changes - Substitution of semi-public telephone equipment, or rearrangement of such equipment and/or wiring which does not involve changes in location of the equipment or wiring. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring.
- d. Restoral Charge - Applicable for work associated with reconnecting service which has been temporarily disconnected for nonpayment.
2. Service Charges apply in addition to all other rates and charges.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
4. Payment of Service Charges
- a. Payment of Service Charges for the establishment of service may be required prior to the establishment of service.
- b. Residence Service Charges may be billed in equal amounts over periods not exceeding four (4) months. Only one such arrangement at any one time will be provided.

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GENERAL AND LOCAL EXCHANGE TARIFF

HOLD FOR FUTURE USE

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SERVICE CHARGES

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B. Application of Service Charges

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1. Service Ordering Charge

- a. The Service Ordering Charge is classified as either Initial or Subsequent. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, addition to existing service or records change (Subsequent Order Charge applies).
- b. A service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same account and for the same premises. Service Ordering Charges apply separately where business and residence service are located on the same premises.
- c. Hold for Future Use

(D)
(D)

2. Line Connection Charge

- a. The charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.
- b. This charge does not apply when service is assumed by a customer prior to discontinuance by another customer (supersedure and there is no change of telephone number.
- c. This charge applies to each change in telephone number made at the request of the customer.

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SERVICE CHARGES

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B. Application of Service Charges

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1. Service Ordering Charge

MISSOURI
Public Service Commission

- a. The Service Ordering Charge is classified as either Initial or Subsequent. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, addition to existing service or records change (Subsequent Order Charge applies).
- b. A service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same account and for the same premises. Service Ordering Charges apply separately where business and residence service are located on the same premises.
- c. Service Ordering Charges do not apply to the recovery by Company employees of semi-public telephone stations from a customer's premises.

2. Line Connection Charge

- a. The charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.
- b. This charge does not apply when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- c. This charge applies to each change in telephone number made at the request of the customer.

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SERVICE CHARGES

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B. Application of Service Charges (Cont'd)

JAN 15 1997

2. Line Connection Charge (Cont'd)

MISSOURI
Public Service Commission

- d. This charge applies for each move the service drop and/or the associated station protection device.
- e. This charge applies to each change of party-line assignment made at the request of the customer.

3. Hold for Future Use

(D)
|
(D)

4. Restoral Charge

- a. A Restoral Charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

5. Service Charges are not applicable in the following situations:

- a. Service upgrade of basic exchange service.
- b. Billing address changes.
- c. Changes to published from nonpublished service.
- d. Installations, moves or changes made on the initiative of the Company, (e.g. changes made for maintenance reasons, changes in type of central office operation, etc.).
- e. Removal of service.
- f. Hold for Future Use.
- g. Service established at an interim location nor to the subsequent re-establishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood or other acts of God.
- h. Calling Card requests.
- i. Legal name changes.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

B. Application of Service Charges (Cont'd)

2. Line Connection Charge (Cont'd)

d. This charge applies for each move of the service drop and/or the associated station protection device.

e. This charge applies to each change of party-line assignment made at the request of the customer.

3. Semi-Public Telephone Installation Charge

a. This charge applies to the installation of a coin telephone for semi-public telephone service, whether wiring is in place or not, and is in addition to other applicable service charges.

b. This charge does not apply if the coin telephone is in place at the time service is established and no change is requested by the customer.

4. Restoral Charge

a. A Restoral Charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

5. Service Charges are not applicable in the following situations:

- a. Service upgrade of basic exchange service.
- b. Billing address changes.
- c. Changes to published from nonpublished service.
- d. Installations, moves or changes made on the initiative of the Company, (e.g., changes made for maintenance reasons, changes in type of central office operation, etc.).
- e. Removal of service.
- f. Public Telephone Service.
- g. Service established at an interim location nor to the subsequent re-establishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood or other acts of God.
- h. Calling Card requests.
- i. Legal name changes.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

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C. Rates and Charges

JAN 15 1997

Nonrecurring Charge
Business ~~Residence~~ Missouri
Public Service Commission

1. Service Ordering Charge

a.	Initial	\$25.00	\$ 13.00
b.	Subsequent	9.00	4.00

2.	Line Connection Charge	14.00	7.60
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3. Hold for Future Use

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4.	Restoral Charge	23.00	11.60
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SERVICE CHARGES

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C. Rates and Charges

	<u>Nonrecurring Charge</u>	
	<u>Business</u>	<u>Residence</u>
1. Service Ordering Charge		
a. Initial	\$ 25.00	\$ 13.00
b. Subsequent	9.00	4.00
2. Line Connection Charge	14.00	7.60
3. Semi-Public Telephone Installation Charge	100.00	—
4. Restoral Charge	23.00	11.60

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SERVICE CHARGES

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D. Special Promotions (Cont'd)

3. Reserved for future use.

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GENERAL AND LOCAL EXCHANGE TARIFF RECEIVED

SERVICE CHARGES

NOV 19 1997

E. Link-Up Missouri

MO. PUBLIC SERVICE COMMISSION (C)

1. General

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

- a. Service Connection Charges, as set forth in this tariff¹, for initial installation of the main residential service access line, will be discounted at a rate of 50 percent or \$30.00, whichever is less. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principle place of residence.
- b. The customer may defer payment on up to \$200 of the above charges without interest for a period not to exceed one year. The deferred charges do not include any permissible security deposits required. Payments shall be equally paid over a twelve month period.
- c. A qualifying low-income customer may choose either a or b, or both a and b as described above.
- d. Link Up assistance is available for a second or subsequent time only for a principal place of residence with an address different from the residence address where assistance was previously provided.
- e. The premises at which the residence service is requested must be the applicant's principal place of residence.
- f. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
- g. Link Up will not be furnished on a Foreign Exchange service.

(C)

¹These do not include other charges that may be required at the initiation of service such as security deposit, contributions in and of construction, customer advances, etc.

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Seneca, Missouri

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

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E. Link-Up Missouri

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1. Application

- a. Applicable to qualifying residential households as defined under eligibility requirements below. These reduced charges described below shall be assessed only for a single residential telephone line per eligible household at principle place of residence.

- 1) All tariffed charges⁽¹⁾ applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars, whichever is less.

- a. The following rates are applicable:

- 1) Initial Service Ordering Charge
- 2) Line Connection Charge
- 2) An interest free, 6-month deferred payment schedule will be established for the charges of initiating local telephone service at the customer's option. The company shall inform each eligible customer of the availability of the 6-month deferred payment schedule.

2. Eligibility Requirements

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

- 1) For federal income tax purposes, the applicant is not a dependent unless over sixty (60) years of age.
- 2) The applicant is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

⁽¹⁾ These do not include other charges that may be required at the initiation of service such as security deposit, contribution in aid of construction, customer advances, etc.

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SERVICE CHARGES

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E. Link-Up Missouri (Cont'd)

MO. PUBLIC SERVICE COMM

2. Eligibility Requirements

The following requirements shall be used by the company to determine the eligibility of a subscriber for Link Up Missouri assistance. An applicant must meet the following criteria in order to qualify for Link-up.

a. The customer must participate in one of the following programs:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplemental Security Income (SSI)
- 4) Federal public housing assistance
- 5) Low Income Home Energy Assistance Program

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

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

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F. Customer-Provided Equipment and Inside Wire

MISSOURI
Public Service Commission

1. General

- a. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with exchange access service in compliance with FCC regulations.
- b. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
- c. The Rules and Regulations contained in this Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
- d. Responsibility of the Customer (New Installations)
 - 1) A customer desiring to connect customer-provided equipment to the exchange and message toll network must make application to the Company. Such application may be made orally and followed by written application prior to the desired in-service date and shall include the following:
 - a) The type and manufacture of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
 - b) The number of main terminals to be connected.
 - 2) Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.

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F. Customer-Provided Equipment and Inside Wire (Cont'd)

MISSOURI
Public Service Commission

1. General (Cont'd)

d. Responsibility of the Customer (New Installations) (Cont'd)

- 3) The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, service charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- 4) A customer must subscribe to, and be capable of providing operation for, sufficient quantities of main terminals to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- 5) The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- 6) Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
 - a) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - b) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

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F. Customer-Provided Equipment and Inside Wire (Cont'd)

**MISSOURI
Public Service Commission**

1. General (Cont'd)

d. Responsibility of the Customer (New Installations) (Cont'd)

6) (Cont'd)

c) Nonpublished telephone service will not be furnished for use with recorded public announcements.

d) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

e. Responsibility of the Company

- 1) The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures which might affect customer-provided equipment or systems.
- 2) The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Customer-Provided Equipment and Inside Wire (Cont'd)

2. Maintenance of Service Charge

- a. A non-recurring, service charge will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of customer-provided equipment or facilities. See the Company's website: <https://sgobroadband.com/tariff/> for information regarding the rate(s), terms and conditions that apply. (N)

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

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F. Customer-Provided Equipment and Inside Wire (Cont'd)

2. Maintenance of Service Charge

MISSOURI
Public Service Commission

- a. The following charge is applicable for time spent by a Company employee when it is determined that the service difficulty or trouble report results from customer-provided terminal equipment and/or communications systems and/or inside wire connected or arranged for connection to Company facilities. Normal working hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, holidays excepted.

Nonrecurring
Charge

1) In or out of Base Rate Area, per occurrence \$25.00

- b. The above charge is in addition to all other rates and charges billed to the customer for other services and equipment.

- c. The above mentioned charge will be waived for customers who have not been equipped with a network interface jack and who have not been instructed on how to use the network interface jack to isolate their own trouble.

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GENERAL AND LOCAL EXCHANGE TARIFF

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CUSTOM CALLING SERVICES

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Public Service Commission
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OZARK TELEPHONE COMPANY

PSC MO. NO. 1

Section 6

Original Sheet 1 through 3

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CUSTOM CALLING SERVICES

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CUSTOM CALL SERVICES

MISSOURI
Public Service Commission

A. General

1. Custom Call Services consist of one or more of the following features which provide special kinds of customer controlled or prearranged and fixed communications features on individual access lines. Custom Call Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as:

- a. These services may be provided only in conjunction with individual line residence and business services and some Multiline services. Party line customers, PBX customers, Payphone Service are excluded from Custom Call Services.

(C)

B. Feature Descriptions

1. Automatic Busy Redial - is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
2. Automatic Call Return - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed.

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Ozark Telephone Company
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GENERAL AND LOCAL EXCHANGE TARIFF

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CUSTOM CALLING SERVICESCUSTOM CALL SERVICES

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A. General

MISSOURI
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 - a. These services may be provided only in conjunction with individual line residence and business services and some multiline services. Party line customers, PBX customers, Semi-public and Public Telephone Services are excluded from Custom Call Services.

B. Feature Descriptions

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B. Feature Descriptions (Cont'd)

3. Call Block - allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.
4. Call Forwarding - Permits the customer to have all incoming calls to his line automatically transferred to another dialable telephone number, while this service feature is activated. Where a toll message charge is applicable to a call between the customer's telephone and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forwarding customer. Call Forwarding may be arranged for:
 - a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding service, the Company will reestablish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.
 - b. Variable operation, which provides for customer establishment and change of the forwarded telephone number destination. The customer is also responsible for feature activation and deactivation as well as reestablishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding service.

NOTE: The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.

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B. Feature Descriptions (Cont'd)

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5. Call Forwarding Busy Line (Fixed) - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected automatic access line number, Digital Centrex Service line number, or other line number of the customer at another location on a different premises when such incoming calls encounter a normal busy line condition.
- a. Calls forwarded beyond the local (toll free) calling area will be charged to the customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.
6. Call Forwarding Busy Line/No Answer (Fixed) - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected automatic access line number, Digital Centrex Service line number or other line number of the customer at another location on a different premise when such incoming calls encounter either a normal busy line condition or a no answer condition.
- a. Calls forwarded beyond the local (toll free) calling area will be charged to the customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.

NOTE: The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.

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B. Feature Descriptions (Cont'd)

7. Call Forwarding Busy/No Answer (Variable) - This service permits the customer to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The customer is responsible for the establishment and change of the forwarded telephone number destination. The customer is also responsible for feature (Busy, No Answer or Busy/No Answer) activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding service as described in B.2, 3 and 5 or line (rotary) hunting service.
8. Call Forwarding No Answer (Fixed) - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected automatic access line number, Digital Centrex Service line number, or other line number of the customer at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered.
- a. Calls forwarded beyond the local (toll free) calling area will be charged to the customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.

NOTE: The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.

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B. Feature Descriptions (Cont'd)

9. Call Tracing Service - allows the customer to immediately and automatically trace the last incoming call received from a local service. Upon the customer's request the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that Ozark Telephone Company shall not be liable for damages due to an inability to trace the call(s). Call Tracing Service will be the only nuisance call tracing service available to residential one-party and business one-party customers where this feature is offered.
10. Call Waiting - Provides for signaling a customer, who is talking on his line, that another call has been placed to his line. He may, by switchhook operation, hold the first call, answer the second, return to the first or converse alternately with both.

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B. Feature Descriptions (Cont'd)

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11. Calling Number Identification (ID) - Calling Number ID is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to compatible customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will give an anonymous indication. The calling telephone number is unavailable from calls made through some large PABX systems, from most cellular radio calls, and currently from interexchange carrier calls. Nor is the calling telephone number made available when incoming calls have been handled by an operator or charged to credit cards.

Customers subscribing to Calling Number ID will be responsible for the provision of compatible display equipment. The Company assumes no liability for any incompatibility of the customer provided display equipment.

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

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B. Feature Descriptions (Cont'd)

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12. Cancel Calling Number Delivery (Per Call) - Allows customers, in areas where Calling Number Identification is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.
13. Cancel Calling Number Delivery (Per Line) - Allows a single-line customer to make all calls with the delivery of his/her calling number identification (CNI) marked as "private" to the people he/she is calling. If the preassigned access code for Cancel Calling Number Delivery (Per Call) is dialed on the line, the calling number will be delivered on the next call placed.

This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line blocking.

14. Last Number/Save Number Redial - Permits the customer to dial a code which activates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically.

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B. Feature Descriptions (Cont'd)

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16. Selective Ring - Allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a Selective Ring number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth elsewhere in this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Selective Ring number, regardless of the class of service.

17. Special Call Acceptance - allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
18. Special Call Forwarding - is an arrangement which permits a customer to prespecify telephone numbers (maximum of 8) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
19. Special Call Waiting - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customer may not subscribe to Call Waiting and Special Call Waiting on the same line.

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B. Feature Descriptions (Cont'd)

20. Speed Calling - Permits local and long distance calls to be placed by dialing an abbreviated code. This arrangement is available in an eight-number capacity and a thirty-number capacity.
21. Three-Way Calling - Permits a customer to add a third party to an existing conversation, whether the original call was incoming or outgoing.
22. VIP Alert - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

NOTE: The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.

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CUSTOM CALL SERVICES**MISSOURI
Public Service Commission**

D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.

	<u>Monthly Rate</u>	
	<u>Bus.</u>	<u>Res.</u>
a. When provided individually, each feature, per line equipped		
1) Automatic Busy Redial	\$6.00	\$5.00
2) Automatic Call Return	6.00	5.00
3) Call Block	4.00	3.00
4) Call Forwarding	2.75	2.30
5) Call Forwarding Busy Line - Fixed	1.25	1.25
6) Call Forwarding No Answer - Fixed	1.25	1.25

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D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.
(Cont'd)

	<u>Monthly Rate</u>	
	<u>Bus.</u>	<u>Res.</u>
a. When provided individually, each feature, per line equipped (Cont'd)		
7) Call Forwarding Busy Line/No Answer-Fixed	\$1.50	\$1.50
8) Call Forwarding Busy Line/No Answer-Variable	3.00	3.00
9) Call Tracing Service	3.50	2.50
10) Call Waiting**	3.75	3.30
11) Calling Number Identification	10.00	7.00

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** Cancel Call Waiting is included as part of the Call Waiting rate.

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D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.
(Cont'd)

		<u>Monthly Rate</u>	
		<u>Bus.</u>	<u>Res.</u>
a.	When provided individually, each feature, per line equipped (Cont'd)		
12)	Cancel Calling Number Delivery, per call or per line	\$ 0.00	\$ 0.00
13)	Selective Ring	6.00	6.00
a.	With any package	3.00	3.00
14)	Special Call Acceptance	3.00	2.00
15)	Special Call Forwarding	3.00	2.00

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D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.
(Cont'd)

	<u>Monthly Rate</u>	
	<u>Bus.</u>	<u>Res.</u>
a. When provided individually, each feature, per line equipped (Cont'd)		
18) Special Call Waiting	\$6.00	\$5.00
19) Speed Calling		
a. 8 Numbers	3.50	2.50
b. 30 Numbers	4.50	3.50
20) Three-Way Calling	3.75	3.30
21) VIP Alert	4.00	3.00

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CUSTOM CALL SERVICES**MISSOURI
Public Service Commission**

D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.

		<u>Monthly Rate</u>	
		<u>Bus.</u>	<u>Res.</u>
b.	When provided as a feature package, each package, per line equipped		
1)	Economy Package (Call Waiting and Call Forwarding)	\$ 4.35	\$ 4.35
2)	Professional Package (Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling-30)	7.90	7.90
3)	Enhanced Call Package One (Call Waiting, Call Forwarding, Three-Way Calling, and Speed Calling-8)	5.50	4.50
4)	Enhanced Call Package Two (Call Waiting, Call Forwarding, Three- Way Calling, Speed Calling-8, and Last Number/Save Number Redial)	7.50	6.50

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CUSTOM CALL SERVICES**MISSOURI**
Public Service Commission

D. Rates and Charges

1. The following rates apply in addition to Service Charges and other rates and charges applicable to the associated individual central office access lines.
(Cont'd)

		<u>Monthly Rate</u>	
		<u>Bus.</u>	<u>Res.</u>
b.	When provided as a feature package, each package, per line equipped (Cont'd)		
5)	Custom Call Package - One (Call Waiting, Automatic Call Return, Automatic Busy Redial and Call Blocking)	\$ --	\$ 8.75
6)	Custom Call Package - Two (Call Waiting, Call Forwarding, Three- Way Calling, Speed Calling-8, Auto- matic Busy Redial, Call Blocking and VIP Alert)	--	13.25

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