

**Citizens Telephone Company of  
Higginsville, Missouri, Inc.  
d/b/a Green Hills Communications**

**PSC Mo. No. 4  
Original Sheet – Adoption Notice**

**ADOPTION NOTICE**

**LOCAL EXCHANGE SERVICE**

Citizens Telephone Company of Higginsville, Missouri, Inc. d/b/a Green Hills Communications hereby adopts, ratifies, and makes its own in every respect all tariffs of Citizens Telephone Company of Higginsville, Missouri, Inc. filed with and approved by the Missouri Public Service Commission before the effective date of this tariff.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Citizens Telephone Company of Higginsville, Missouri, Inc. d/b/a Green Hills Communications, within the State of Missouri. This tariff is on file with the Missouri Public Service Commission and copies may be inspected during normal business hours, at the Company's principal place of business.

FILED - Missouri Public Service Commission - 02/27/2023 - IN-2023-0271 - Y1-2023-0156

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Issued: February 17, 2023

Effective: February 27, 2023

Citizens Telephone Company of Higginsville, Missouri, Inc.  
d/b/a Green Hills Communications  
David Adams  
1905 Walnut Street  
Higginsville, MO 64037

Citizens Telephone Company  
of Higginsville, Missouri, Inc.

P.S.C. MO. NO. 4  
Original Sheet No. 1

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SEP 24 1993

MISSOURI  
Public Service Commission

SCHEDULE OF RATES AND CHARGES  
TOGETHER WITH RULES AND REGULATIONS  
APPLICABLE TO TELEPHONE SERVICE  
PROVIDED IN THE TERRITORY SERVED BY THE  
CITIZENS TELEPHONE COMPANY  
WITHIN THE STATE OF MISSOURI AS FOLLOWS:

Higginsville

**FILED**

OCT 1 - 1993  
93 - 268

MISSOURI  
Public Service Commission

Issued: 9/24/93

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: 10/1/93

GENERAL AND LOCAL EXCHANGE TARIFF

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The following statutory and rule provisions do not apply to the Company as they have been waived pursuant to §392.420:

A. Statutes

392.210.2 Accounting Requirements (System of Accounts)	(N)
392.240.1 Reasonableness of Rates	(N)
392.270 Accounting Requirements (Valuation of Property)	(N)
392.280 Accounting Requirements (Depreciation/Accounts)	(N)
392.290 Issuance of Stocks, Bonds and Other Indebtedness	(T)
392.300 Transfer of Property	
392.310 Approval of Issuance of Stocks, Bonds and Other Indebtedness	(T)
392.320 Certificate of Approval for Dividends	(T)
392.330 Accounting for Disposition of Proceeds	(T)
392.340 Reorganization	

GENERAL AND LOCAL EXCHANGE TARIFF

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B. Rules

- 4 CSR 240-3.520 Applications to Sell or Transfer Assets
- 4 CSR 240-3.525 Applications to Merge or Consolidate
- 4 CSR 240-3.530 Applications to Issue Stocks, Obtain Loans
- 4 CSR 240-3.535 Applications to Acquire Stock
- 4 CSR 240-3.545(8)(C) Listing of Waivers in Tariff
- 4 CSR 240-3.550 Telco Records and Reports (except (5)(B), (D) and (E))
- 4 CSR 240-3.555 Residential Customer Inquiries
- 4 CSR 240-3.560 Procedure for Ceasing Operations
- 4 CSR 240-10.020 Depreciation Records
- 4 CSR 240-30.020 Residential Telephone Underground Systems
- 4 CSR 240-30.040 Uniform System of Accounts
- 4 CSR 240-32.010 General Provisions
- 4 CSR 240-32.040 Metering, Inspections and Tests
- 4 CSR 240-32.050 Customer Services
- 4 CSR 240-32.060 Engineering and Maintenance
- 4 CSR 240-32.070 Quality of Service
- 4 CSR 240-32.080 Service Objectives and Surveillance Levels
- 4 CSR 240-32.090 Connection of Equipment and Inside Wiring
- 4 CSR 240-32.100 Provision of Basic Local and Interexchange Services
- 4 CSR 240-32.130-170 Prepaid Calling Cards (except 32.140 and 32.150(1))
- 4 CSR 240-32.180-190 Caller ID Blocking Requirements
- 4 CSR 240-33.010 Service and Billing Practice General Provisions
- 4 CSR 240-33.040 Billing and Payment Standards
- 4 CSR 240-33.045 Clear Identification and Placement of Charges on Bills
- 4 CSR 240-33.050 Deposits
- 4 CSR 240-33.060 Residential Customer Inquiries
- 4 CSR 240-33.070 Discontinuance of Service
- 4 CSR 240-33.080 Disputes by Residential Customers
- 4 CSR 240-33.090 Settlement Agreements with Residential Customers
- 4 CSR 240-33.130 Operator Service Requirements
- 4 CSR 240-33.140 Payphone Requirements (except (2))
- 4 CSR 240-33.150 "Anti-Slamming" Requirements
- 4 CSR 240-33.160 Customer Proprietary Network Information

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Issued: April 17, 2013

Effective: June 1, 2013

Brian Cornelius, President  
Citizens Telephone Company  
P.O. Box 737, 1905 Walnut Street  
Higginsville, MO 64037-0737

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Missouri Public  
Service Commission  
JI-2013-0454

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Issued: March 28, 2012

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: April 27, 2012

FILED  
Missouri Public  
Service Commission  
JI-2012-0524

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EXPLANATION OF SYMBOLS

The following symbols are applicable to all sections of this Tariff:

- (C) Signifies a changed regulation.
- (D) Signifies a discounted rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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Issued: March 7, 2007

Effective: April 6, 2007

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

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Issued: 9/24/93

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Effective 10/1/93  
93 - 268

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ISSUED:  
7/30/04

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

EFFECTIVE:  
~~9/1/04~~  
September 10, 2004

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Issued: March 7, 2007

Effective: April 6, 2007

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

**Filed**  
Missouri Public  
Service Commission

DEFINITIONS

2. Definitions

Access Line

The circuit which travels from the Central Office to the subscriber premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

Channel

The communications path provided by the Company between two or more locations.

Circuit

A Channel used for the transmission of electrical or optical energy in the furnishing of telephone service.

Contract

The service agreement between a subscriber and the Company under which services and facilities are furnished in accordance with the provisions of the applicable tariffs.

Customer Activity Charge

Nonrecurring charge(s) made for the establishment of communication service or subsequent additions or changes to that service.

Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Company.

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SEP 24 1993

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Issued: 9/24/93

Brian Cornelius  
Citizens Telephone Co.  
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Higginsville, MO 64037

Effective: 10/9/93

OCT 1 - 1993

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MISSOURI  
Public Service Commission

DEFINITIONS

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2. Definitions (Cont'd)

JAN 15 1997

Demarcation Point

The point of connection, provided and maintained by the telephone company, at which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling this point of connection will generally be the modular jack incorporated into the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the telephone company. The demarcation point is usually the point at which the telephone company wiring connects with the customer's wiring.

MISSOURI  
Public Service Commission (C)

(C)

Exchange

A geographical area for the administration of telecommunications services established and described by the tariff of a telecommunications company providing basic local telecommunications service.

Exchange Area

The territory served by an Exchange.

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local service area.

Local Message

A communication between subscribers' station within the same local service area.

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DEFINITIONS

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2. Definitions (Cont'd)

NOV 19 1997

Local Service Area

MO. PUBLIC SERVICE COM.

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Pilot Number

The number in a multi-line hunt service group which is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Premises

All of a building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground owned by one entity not intersected by a public highway or thoroughfare.

Private Line

A circuit provided to furnish communication only between the two or more locations directly connected to it, and not having connection with central office switching apparatus.

Qualifying Low-Income Subscriber

A "qualifying low-income subscriber" is a subscriber who participates in one of the following programs: Medicaid; food stamps; supplemental security income; federal public housing assistance; or Low-Income Home Energy Assistance Program.

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Citizens Telephone Company  
of Higginsville, Missouri, inc.

DEFINITIONS

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2. Definitions (Cont'd)

Subscriber

A person or agency subscribing for telephone service. As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; no group treatment of service at separate locations furnished to one individual or firm is contemplated or to be implied except when definitely provided for in the specific service descriptions in the tariff.

MISSOURI  
Public Service Commission

Tariff

The document filed by the Company with the Public Service Commission which lists the communication services offered by the Company and the associated rates and charges.

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Telephone service rendered by the Company or other Common Carriers between patrons in different local service areas in accordance with the rates and regulations of the company providing service.

Trunk

A telephone communication channel between two switching centers.

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OCT 1 - 1993  
83 - 268

MISSOURI  
Public Service Commission

Issued: 9/24/93

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
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Effective: 10/1/93



**GENERAL RULES AND REGULATIONS**

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3. General Rules and Regulations

3.1 Application

**MO. PUBLIC SERVICE COMM**

The rules and regulations specified herein apply to the intrastate services and facilities of Citizens Telephone Company of Higginsville, Missouri, Incorporated, hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific tariffs, the rate, rule, regulations or provision contained in the specific tariffs shall prevail.

This tariff cancels and supersedes all other local tariffs of the Company issued and effective prior to the effective date of this tariff.

The Company, which acts as the Secondary Carrier (SC) under the Missouri Primary Carrier by Toll Center Plan filed with the Missouri Public Service Commission, subtends the Southwestern Bell Telephone toll and WATS complexes. Rates for these services are contained in the Toll and WATS tariffs of Southwestern Bell Telephone Company.

3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies move of regulation or rate to or from specified sheets. (N)
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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**SEP 01 1998**

**MISSOURI  
Public Service Commission**

**Effective: September 1, 1998**

**JUL 30 1998**

**Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037**

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company

A. Availability of Facilities

The Company's obligation to furnish telephone service is dependent upon its ability to secure suitable facilities and to provide such service without unreasonable expense.

B. Interruption of Service

An allowance will be made upon notice and demand to the Company for interruption of service not due to subscriber negligence if the interruption continues for more than thirty six hours from the time it is reported to or detected by the Company. The allowance will be the prorated portion of the monthly rate for the service made inoperative.

C. Directory Errors and Omissions

The Company endeavors to correctly list customers, their telephone numbers and other information in the local telephone directory. No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

D. Transmitting Messages

The Company does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified in these tariffs.

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Issued: 9/24/93

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Citizens Telephone Co.  
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Higginsville, MO 64037

Effective: 10/01/93  
OCT 1 - 1993  
93 - 268

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Public Service Commission

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

E. Defacement of Premises

The Company will make a reasonable effort to leave the customer's property in the same condition as it was found in prior to any Company work. The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property when the damage is the result of negligence of the Company.

F. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities are due to the acts or omissions of the subscriber. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

G. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the amount of excess charges or for an estimate of the overbilling amount. The maximum refund will not exceed the actual or estimated overbilling over a three year period.

In case of underbilling, the company reserves the right to backbill for the deficiency charges up to a period of three years.

H. Liability of Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 36 hours after notification has been made.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Liability of Company (Cont'd)

2. The customer indemnifies and saves the Company harmless against the following:

- (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
- (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
- (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (e) Liability for failure to provide service.
- (f) Liability for telephone directories except as outlined in Section 3.3.C.

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Issued: 9/24/93

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Effective: 100791 - 1993

93 - 268

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GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

SEP 24 1993

3.4 Use of Service and Facilities

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A. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
2. As mandated in F.C.C. Docket 79-105 and the Missouri Public Service Commission Case No. TO-85-267, the Company will not install or maintain Inside Wire on a regulated basis after January 1, 1987, except for Company Owned Public Access Coin Sets.
3. Equipment not owned by the Company may be attached to the facilities of the Company as provided in Section 3.4.B. In case unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.
4. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company (such as a device to obtain quietness or privacy), provided any such device so used does not:
  - a. Endanger the safety of Company employees or the public.
  - b. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff.
  - c. Interfere with the proper functioning of such equipment or facilities.
  - d. Impair the operation of the communication system.
  - e. Otherwise injure the public in its use of the Company's services.

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Issued: 9/24/93

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
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Effective: 10/1/93

OCT 1 - 1993

93-268

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**GENERAL RULES AND REGULATIONS**

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3. General Rules and Regulations (Cont'd)

**JUL 30 1998**

3.4 Use of Service and Facilities (Cont'd)

**MO. PUBLIC SERVICE COMM**

B. Customer Provided Equipment and Inside Wire

1. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
2. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
3. The General Regulations contained in Section 3 of 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.

4. Responsibility of the Customer

- a. A customer desiring to connect customer-provided equipment to the exchange and message toll network shall, upon request, notify the Telephone Company of each line to which registered equipment is connected and shall, upon request, notify the Telephone Company when such registered equipment is permanently disconnected. (C)
- b. The customer shall provide the Telephone Company, upon request, the Registration Number and Ringer Equivalence Number for the registered equipment for the required Telephone Company-provided standard jack. The customer shall also provide, when appropriate, the off-premises station port signaling capability of a PBX system. (N)

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**JUL 30 1998**

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

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

4. Responsibility of the Customer (Cont'd)

- b. 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.
- c. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- d. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- e. 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.
- f. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
- (1) 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.

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Effective: 10/1/93

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Public Service Commission

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

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

4. Responsibility of the Customer (Cont'd)

f. (Cont'd)

(2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

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

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

g. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

5. Responsibility of the Company

a. 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.

b. 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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OCT 1 - 1993

93-268

MISSOURI  
Public Service Commission

Issued: 9/24/93

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Effective: 10/1/93



**GENERAL RULES AND REGULATIONS**

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3. General Rules and Regulations (Cont'd)

**JUL 30 1998**

3.4 Use of Service and Facilities (Cont'd)

**MO. PUBLIC SERVICE COMM**

C. Use of Subscriber Service

1. Local exchange telephone service, as distinguished from payphone service, is furnished only for the use by the subscriber, his/her family, and associates. The Company may refuse to install or permit such service to remain on premises of payphone character. (T)
2. Telephone Service cannot be obtained by the use of extension service. (N)

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
4. The use of profane or obscene language.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

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**SEP 01 1998**

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**Effective: September 1, 1998**

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**JUL 30 1998**

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service

A. Application for Service

Application for service must be made on the Company's standard form, which becomes a contract when accepted in writing by the Company or upon establishment of service. The subscriber may be required to pay in advance all charges including applicable Customer Activity Charges for the first billing period. The conditions of such contracts are subject to all provisions of this and other applicable tariffs. Requests for additional service may be made verbally, if provided in the original contract, and no advance payment will be required. A move within the exchange area is not considered to terminate the contract and orders for such may be made verbally. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

B. Telephone Numbers

The Company may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change. A subscriber may request a telephone number change and if feasible the change will be made at the rate following in Section 5.4.B.

C. Alterations

The subscriber agrees to notify the Company of any alterations which will necessitate changes in the Company's wiring; and the subscriber agrees to pay the Company's current charges for such changes.

D. Payment of Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll, in accordance with provisions contained in this tariff. The subscriber is responsible for all charges for service rendered at his telephone, including collect charges.

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Issued: 9/24/93

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Effective: 10/1/93

OCT 1 - 1993  
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Public Service Commission

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

E. Line Extensions

Lines will be extended for permanent customers in accordance with the guidelines established in Section 6.9.

Where required by the conditions, applicants may be required to provide to the Company suitable private right-of-way parallel to the public highway.

F. Unusual Installation Costs

When special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay such costs pursuant to Section 7.

3.6 Telephone Directories

The Company will prepare and furnish to each subscriber an alphabetically arranged list of the names of all subscribers of the Local Exchange. Extra name listings of subscribers will be furnished when desired by any subscriber or listings will be handled on a nonpublished basis or nonlisted basis (see Section 6-7 following) if requested. Such alphabetically arranged lists shall constitute the Company's telephone directory. The directory is the property of the Company, furnished for the purpose of expediting service, and may be taken up by the Company at the termination of the contract for service or when new directories are issued.

The Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

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Issued: 9/24/93

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Effective: 10/1/93

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CITIZENS TELEPHONE COMPANY  
OF HIGGINSVILLE, MISSOURI, INC.

**MISSOURI  
Public Service Commission**

P.S.C. MO. NO. 4  
1<sup>st</sup> Revised Sheet No. 3-12  
Cancels Original Sheet No. 3-12

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit

A. Establishment of Credit for Service

The Company may require an application for new service to post a deposit if:

(C)

1. The applicant is unable to establish that he had a previous service account with a telephone utility for a period of at least twelve (12) months for which all undisputed charges were satisfactorily paid or

The applicant has not previously had telephone service for a twelve (12) month period and does not meet at least two of the following criteria:

Has a valid major national charge card  
Has a valid major national oil charge card  
Has a local charge card  
Home ownership  
Has been employed two years or more with the current employer  
Has a savings account  
Has an existing loan from a financial institution not considered delinquent by the creditor

2. The Company is not obligated to furnish service to any individual that owes for service furnished by the Company previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Company.
3. The Company may require a deposit or guarantee as a condition of continued service if undisputed charges in two out of the last twelve (12) billing periods become delinquent. The deposit shall not exceed charges for two (2) months service based on the average bill during the preceding twelve (12) months.

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OCT 30 2000

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Public Service Commission**

Issued: September 29, 2000

Effective: October 30, 2000

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

A. Establishment of Credit for Residence Service (Cont'd)

8. The Company shall permit a customer concurrent with the beginning of service, to post a deposit in two (2) equal monthly installments or as otherwise agreed upon by the subscriber and the Company.

A guarantor shall be released upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods. Payment of a charge is satisfactory if received prior to the date upon which the charges become delinquent. A guarantor may also be released from the guarantee commitment by giving the Telephone Company thirty days written notice of termination of the guarantee.

9. Deposit not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payments of bills on presentation; nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of the service for non-payment of any sums due the Company for service rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure a payment of such bills or has furnished the Company with a guarantee in writing of such bills.

10. Records

The Company maintains a record of previous accounts by name, address and telephone number.

The Company shall maintain records which show the name of each customer who has posted a deposit, the current address of such customers, the date and amount of the deposit, the date and amount of interest paid, and the earliest possible refund date.

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Issued: 9/24/93

Brian Cornelius  
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Effective: 10/1/93

OCT 1 - 1993  
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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

A. Establishment of Credit for Residence Service (Cont'd)

10. Records (Cont'd)

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Public Service Commission

Each customer posting a deposit shall receive in writing at the time of posting or within ten days from that date, a receipt which contains the following information:

- (a) Name of customer.
- (b) Address where the service for which the deposit is required will be provided.
- (c) Place where deposit was received or a designated code which identifies the location.
- (d) Date when the deposit was received.
- (e) Amount of deposit
- (f) The terms which govern retention and refund of the deposit.

The Company shall show on the customer's bill whether or not the customer has a deposit with the Company and thereby provide means whereby a person entitled to a refund of a deposit is not deprived of the refund even though he may be unable to produce the receipt for the deposit, provided he can produce identification to ensure that he is the person entitled to the refund. The Company shall maintain a record of the deposit refunded and interest paid on such deposit for a period of at least two years after the refund is made.

11. Service Reconnection Charges

Where service has been discontinued for failure to establish credit as authorized above, a service reconnection charge found in Section 5.2.E will apply.

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OCT 1 - 1993

93 - 268

MISSOURI  
Public Service Commission

Issued: 9/24/93

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: 10/1/93

GENERAL RULES AND REGULATIONS

Missouri Public

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

REC'D MAR 14 2002

B. Deposits and Guarantees of Payment - Business Service

Service Commission

1. If it is deemed necessary by the Company to safeguard its interests, applicants for service or present customers may be required to make a deposit of an amount not to exceed the sum of two (2) months' monthly recurring charges for services subscribed to plus two (2) months' estimated long distance charges. If the customer's service is terminated for any reason the deposit will be applied to reduce the amount of any unpaid charges for exchange or long distance service.

The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal*. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the *Wall Street Journal* on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit after the date on which a reasonable effort has been made to return it to the customer.

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2. An applicant for service, or present customer, may satisfy a deposit requirement by providing a Contract of Guaranty in an amount not more than the requested deposit from a present customer acceptable to the Company. The guaranty contract shall be on a form provided by the Company which shall include the Company's right to transfer charges to the limit of the guaranty, from a defaulted bill of the customer, from whom a deposit or a Contract of Guaranty was required, to the guarantor's account or accounts and the further right to suspend guarantor's service.
3. The fact that a deposit has been made, or a guaranty provided, shall in no way relieve the customer from complying with the Company's regulations as to the prompt payment of bills, nor constitute a waiver or modification of the regular practices of the Company providing for the temporary suspension of service or the termination of the service contract for non-payment of bills.
4. Service may be discontinued for failure to furnish a suitable deposit as outlined in Section 3.9(D) hereafter.

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FILED APR 13 2002

Service Commission

Issued: March 14, 2002

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: April 13, 2002



**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits and Guarantees of Payment – Business Services (Cont'd)

5. Any balance of the amount deposited and credited to the customer's account is returned to the customer at the termination of the contract, or it may be returned at any time previous thereto at the option of the Company when it is deemed that the customer has established satisfactory credit.

A serviced deposit will not be required for lifeline service, if the qualifying low-income customer voluntarily elects toll blocking, where available. If toll blocking is available, a service deposit may be charged.

3.8 Billing and Collection Standards/Late Payment Charges/Restoral of Service

Information regarding billing and collection standards, late payment charges and restoral of service charges is available at the Company's website:

<https://www.ctcis.net/>

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**Citizens Telephone Company  
of Higginsville, Missouri, Inc.**

**P.S.C. MO. NO. 4  
2<sup>nd</sup> Revised Sheet No. 3-18  
Cancels 1<sup>st</sup> Revised Sheet No. 3-18**

**GENERAL RULES AND REGULATIONS**

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Issued: January 29, 2021

Effective: March 1, 2021

David Adams  
Citizens Telephone Company of Higginsville, Missouri, Inc.  
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Higginsville, MO 64037

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OF HIGGINSVILLE, MISSOURI, INC.

SEP 27 2000

P.S.C. MO. NO. 4  
1<sup>st</sup> Revised Sheet No. 3-19  
Cancels Original Sheet No. 3-19

**MISSOURI  
Public Service Commission**

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

C. Customer Bill Format (Cont'd)

- g. An itemization of the amount due for all other regulated or nonregulated services including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service;
- h. the amount due for all other regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package;
- i. An itemization of the amount due for taxes, franchise fees and other fees and/or surcharges which the telecommunications company, pursuant to its tariffs, bills to customers;
- j. The total amount due;
- k. A toll free telephone number where inquiries and/or dispute resolutions may be made for each company with charges appearing on the customer's bill;
- l. The amount of any deposit, advance payments and/or interest accrued on a deposit which has been credited to the charges stated; and
- m. Any other credits and charges applied to the account during the current billing period.

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

Issued: September 29, 2000

Effective: October 30, 2000

Brian Cornelius  
Citizens Telephone Company  
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Higginsville, MO 64037

**FILED**

OCT 30 2000

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

A. Minimum Contract Periods (Cont'd)

Service will not be installed for a period of less than one month unless the subscriber pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

B. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company, and upon payment of any applicable termination charges, in addition to any applicable charges due for service which has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services which installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period. Alternatively, the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber upon agreement by the new applicant to assume the responsibilities of the contract.

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

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OF HIGGINSVILLE, MISSOURI, INC.

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P.S.C. MO. NO. 4  
2<sup>nd</sup> Revised Sheet No. 3-21  
Cancels 1<sup>st</sup> Revised Sheet No. 3-21

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service

C. Termination of Service to Customers by the Company

1. Service to customers may be discontinued for any of the following reasons:

- a. Nonpayment of an undisputed delinquent charge for basic local telecommunications service.
- b. Failure to post a required deposit or guarantee.
- c. Unauthorized use of the Company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- d. Failure to substantially comply with the terms of a settlement agreement.
- e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
- f. Material misrepresentation of identity in obtaining telephone utility service.
- g. As provided by state or federal law.

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D. Procedures for Discontinuance of Service

- 1. A written notice shall be sent by first class mail ten (10) days prior to discontinuance of service.
- 2. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications, as defined by the Missouri Public Service Commission, shall not be discontinued on a day when the offices of the Company are not open to facilitate reconnection of service, or on a day immediately preceding such day. Service shall not be discontinued for a non-payment of a delinquent charge until ten (10) days after a charge has become delinquent.
- 3. At least twenty-four (24) hours preceding a discontinuance of service the Company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it.
- 4. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergence medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any

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Issued: September 29, 2000

Effective: October 30, 2000

Brian Cornelius  
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P.S.C. MO. NO. 4  
1<sup>st</sup> Revised Sheet No. 3-22  
Cancels Original Sheet No. 3-22

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service

- person who alleges such emergency shall, if requested, provide the Company with reasonable evidence of such necessity.
- 5. Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications service. Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.
- 6. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.
- 7. Upon the customer's request, the Company shall restore service consistent with all other provisions of this tariff when the cause of discontinuance has been eliminated.

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Issued: September 29, 2000

Effective: October 30, 2000

Brian Cornelius  
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OCT 30 2000

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Public Service Commission

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3. General Rules and Regulations (Cont'd)

3.10 Charges for Damages

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In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which incorporates the following features:

- A. Storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called.
- B. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

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(M) Moved from Sheet 3-26

Missouri Public Service Commission

FILED JAN 13 1999

GENERAL RULES AND REGULATIONS

Missouri Public  
Service Commission

3. General Rules and Regulations (Cont'd)

REC'D SEP 27 2000

3.12 Disputes by Residential Customers

- A. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
- B. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- C. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
- D. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
- E. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
- F. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.
- G. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
- H. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
- I. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

(N)

(N)

Issued: September 29, 2000

Effective: October 30, 2000

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FILED OCT 30 2000



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P.S.C. MO NO. 4

Original Sheet No. 3-24

**GENERAL RULES AND REGULATIONS**

Missouri Public  
Service Commission

3. General Rules and Regulations (Cont'd)

REC'D DEC 14 1998

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Missouri Public  
Service Commission

FILED JAN 13 1999

Issued: December 14, 1998

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

Effective: January 13, 1999

**GENERAL RULES AND REGULATIONS**

3. General Rules and Regulations (Cont'd)

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GENERAL RULES AND REGULATIONS

Missouri Public  
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3. General Rules and Regulations (Cont'd)

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REC'D DEC 14 1998  
(M)

(M)

(M) Moved to Sheet 3-23

Missouri Public  
Service Commission

FILED JAN 13 1999

Issued: December 14, 1998

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Citizens Telephone Company  
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Higginsville, MO 64037

Effective: January 13, 1999

**LOCAL EXCHANGE SERVICE**

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**JUL 30 1998**

4. Local Exchange Service

4.1 Description

**MO. PUBLIC SERVICE COMM**

Local exchange service provides for unlimited calling within the boundaries of the Higginsville exchange as it is shown on the map in Section 4.7 and for connection to the toll network. Access to facilities to the end users for Interexchange Carriers offering interexchange services are provided under the Company's Interstate and Intrastate Access Services Tariff. This service is subject to all terms and conditions as outlined in this tariff. Local exchange service rates are listed in Section 4.6.

(N)  
I  
(N)

Local exchange service can be activated by equipment generating pulses (rotary) or multi-tone (touch) signals to the switching equipment.

4.2 Terms and Conditions

A. Business Rates Apply:

1. To any location where activities are of a business, trade, or professional nature.
2. To any location where the listing of service at that location indicates a business, trade, or profession.
3. Where only one network access line is provided at a location which is both a residence and a business.
4. To schools, hospitals, libraries, churches, lodges, and other similar institutions.
5. To any number where public advertising provides evidence that the number is used for business purposes.
6. To residence locations when an extension service is located in a shop, office, or other places of business.

(N)  
(N)

B. Residence Rates Apply:

1. In private residence where business listings are not provided and telephone service is not used for the conduct of business.
2. In the place of residence of a clergyman, physician, or other medical practitioner provided the subscriber does not maintain an office in the residence.

**FILED**

Issued: August 11, 1998

**Brian Cornelius**  
Citizens Telephone Co.  
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Higginsville, MO 64037

Effective: September 1, 1998

**SEP 01 1998**

**JUL 30 1998**

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Citizens Telephone Company  
of Higginsville, Missouri

P.S.C. MO. NO. 4  
1st Revised Sheet No. 4-2  
Cancels Original Sheet No. 4-2

**LOCAL EXCHANGE SERVICE**

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- 4. Local Exchange Service (Cont'd)
  - 4.2 Terms and Conditions (Cont'd)
    - C. Reserved for Future Use

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Issued: January 15, 1997

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Effective: April 15, 1997

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.2 Terms and Conditions (Cont'd)

D. Taxes, Fees, and Charges

When any city, county or taxing authority imposes a franchise, occupation, business sales, license, excise, privilege, or similar tax of any kind on this Company, the amounts therein so far as practical, shall be charged on a pro-rata basis to all customers so affected receiving exchange service within the boundaries of that taxing entity. This tax charge, in all cases, will be in addition to the regular charges for local service and shall be set out as a separate item on the customer's bill.

Where a tax levied on a percentage of gross receipts, that percentage will be applied to each customer's bill so affected and the amount so computed will be added as a separate item to the customer's bill. Where a tax is levied other than on a percentage of gross receipts, a pro rata share of the total tax shall be added as a separate item to each customer's bill. All such taxes collected by the Company shall be paid to the city, county, or taxing authority in accordance with the promulgated regulations pertaining to each tax.

4.3 Vacation Rates

Vacation rate service is available upon advance notice. Local exchange service will be placed on a half rate basis for a period of not less than one calendar month, which corresponds to the billing period, and not more than six months. This service applies where a subscriber closes his residence or place of business for the above time and to schools if applied for during vacation.

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OCT 1 - 1993  
93 - 268

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### LOCAL EXCHANGE SERVICE

#### 4. Local Exchange Service (Cont'd)

##### 4.4 Multi-Line Hunt Service

###### A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group where pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

###### B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

##### 4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

##### 4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	Monthly <u>Rate Per Line</u>	
Business	\$20.00	
Residence	\$18.00	(I)

Citizens Telephone Company  
of Higginsville, Missouri, inc.

P.S.C. MO. NO. 4  
Original Sheet No. 4-5

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.6 Higginsville Exchange Rates

B. Multi-Line Hunt Service

In addition to Local Exchange  
Service

Monthly  
Rate

7.15

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4.7 Local Exchange Map

The following exchange maps are attached to this tariff:

Higginsville

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Effective: 10/1/93



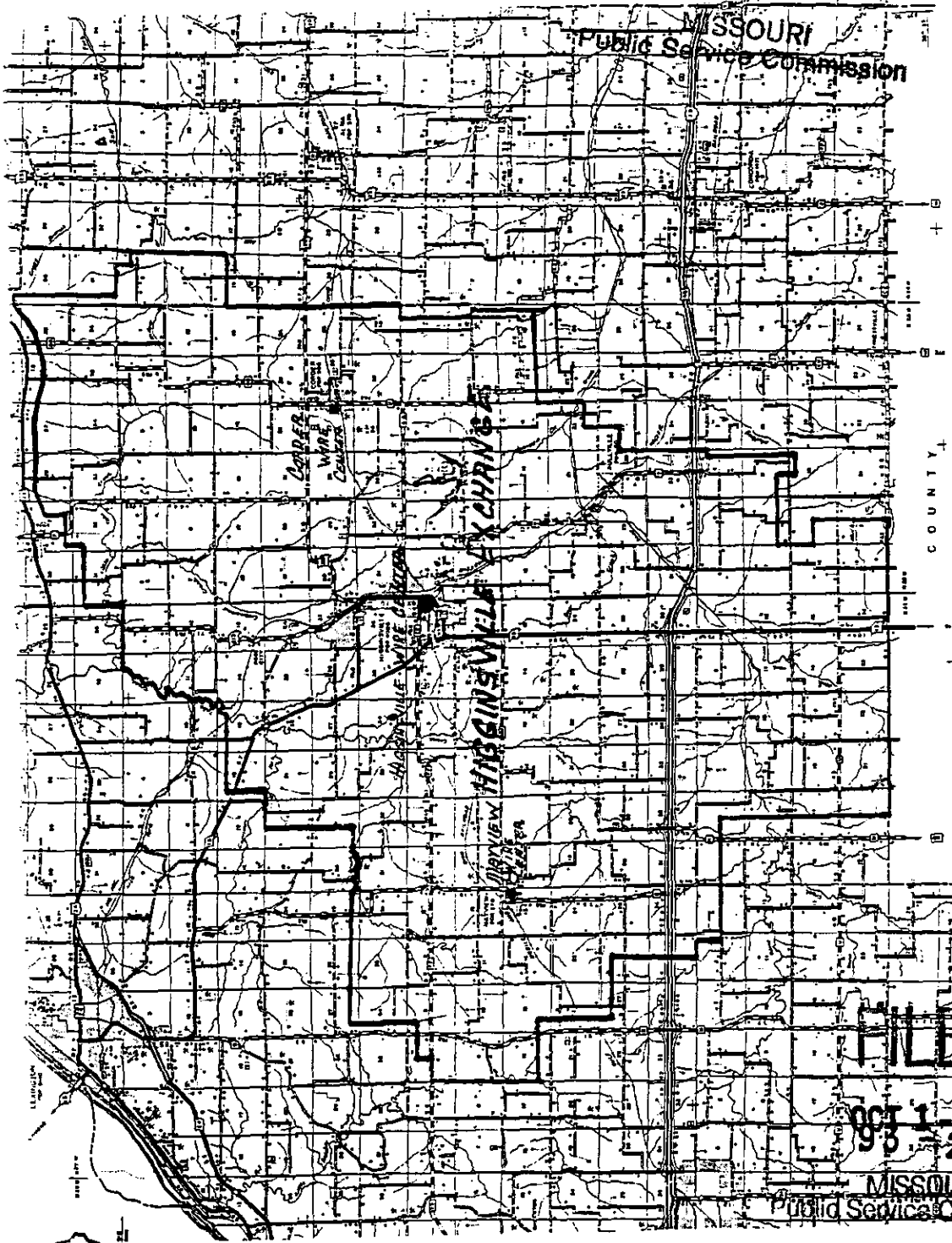
LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

SEP 24 1993

4.7 Local Exchange Map



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OCT 1 1993  
9 26 8

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Issued: 9/24/93

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Higginsville, MO 64037

Effective: 10/1/93

Citizens Telephone Company  
of Higginsville, Missouri

P.S.C. MO. NO. 4  
1st Revised Sheet No. 4-7  
Cancels Original Sheet No. 4-7

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**LOCAL EXCHANGE SERVICE**

JAN 15 1997

4. Local Exchange Service (Cont'd)

4.8 Reserved for Future Use

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Effective: April 15, 1997

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service

JAN 15 1997

(C)

4.9 Payphone Service

**MISSOURI  
Public Service Commission**

A. General Regulations

1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
2. Payphone Service is a two-way or, optionally, one-way originating only business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
3. In the case of one-way service, intercept treatment will be provided.
4. A maximum of one customer-provided instrument may be connected to any one Instrument or CO implemented coin line.
5. General Rules and Regulations found in other sections of this tariff are applicable to the provision of Payphone Service.
6. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
7. A Network Interface Device will be installed at a location mutually agreed upon by the Payphone Service Provider and the Company. The Network Interface Device is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
8. One directory will be distributed to the Payphone Service Provider without charge for each payphone business exchange line.
9. Installation Charges and the appropriate Network Interface Device (NID) material charge are applicable for the installation, move or re-arrangement of the NID on the customer's premises to establish or reestablish service access.

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

MO. PUBLIC SERVICE COMM

A. General Regulations (Cont'd)

10. Installation Charges and the appropriate NID material charge apply when a premises visit is made for the sole purpose of installing a customer requested NID.
11. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rule or regulations of the Missouri Public Service Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rule or regulations shall prevail.
12. Off-Premise Extensions are not permitted.
13. Reserved for Future Use (D)
14. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all payphone Instrument and CO Implemented coin lines.

B. Responsibility of the Customer

1. The Customer for the purposes of this tariff is defined as the Payphone Service Provider.
2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the American With Disabilities Act of 1990.

The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration Program. In addition, the customer must comply with the Missouri Public Service Commission's Rules and Regulations regarding the use of customer-provided pay telephones.

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

JAN 15 1997 (C)

4.9 Payphone Service (Cont'd)

MISSOURI  
Public Service Commission

B. Responsibility of the Customer (Cont'd)

3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.
4. The customer shall be responsible for obtaining a Certificate of Service Authority (CSA) to provide Payphone Service and for providing proof of said authority prior to installation of service.
5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's exchange access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.
6. Any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone are the responsibility of the customer.
7. The customer shall not program or cause to be programmed any such telephone used in connection with this service to limit the duration of a local message.

C. Violation of Regulations

1. 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 the disconnection of service until such change is completed to the satisfaction of the Company.

(C)

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

JAN 15 1997

(C)

4.9 Payphone Service (Cont'd)

**MISSOURI  
Public Service Commission**

C. Violation of Regulations (Cont'd)

2. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.

D. Instrument Implemented Payphone Service

Instrument Implemented Payphone Service is offered for use with a customer provided pay telephone. All attachments of a customer provided instrument to the network must be made pursuant to the rules and regulations set forth in this Tariff and as required by State and Federal commissions.

E. Central Office (CO) Implemented Coin Line

1. Central Office Implemented Coin Line provides coin signaling. It is a line side connection from the local exchange switch to the point of demarcation at the customer premise.
2. Features are additives to the operation of a flat rate access line that provide for CO Implemented coin line service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable), and answer supervision. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
3. CO Implemented Coin Line features, including coin line signaling, coin collect and return (where applicable) and answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

JAN 15 1997 (C)

4.9 Payphone Service (Cont'd)

**MISSOURI  
Public Service Commission**

F. Features and Functions

1. Answer Supervision provides signaling on the line notifying the line that the called party has answered. This feature is an additive to the CO Implemented Coin Line.
2. Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party. This feature is an additive to the CO Implemented Coin Line.
3. Special Number Assignment is a specific number requested by the customer. This service is available where facilities are accessible and it is technical feasible to provide. This feature is an additive to the CO Implemented Coin Line or to the Instrument Implemented Payphone Service.
4. Selective Class of Call Screening will be provided where such facilities are available at the customer's option. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls, placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card.
5. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request either Selective Class of Call Screening or OLS.

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Issued: January 15, 1997

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Effective: April 15, 1997

**LOCAL EXCHANGE SERVICE**

4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>	<u>NRC</u>
Instrument Implemented Payphone Service, 2-Way Service	Same as Business Local Exchange Rate	(I)
Instrument Implemented Payphone Service, 1-Way Service	Same as Business Local Exchange Rate	(I)
CO Implemented Coin Line	Same as Business Local Exchange Rate	(I)

<u>Features and Functions</u>	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Reserved for Future Use

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.



LOCAL EXCHANGE SERVICE

Missouri Public

4. Local Exchange Service (Cont'd)

REC'D MAR 14 2002

4.10 Missouri School Discount Program

Service Commission

A. General

1. 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.
2. 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. A discount of 20% from the monthly line rates may also be allowed for educational institutions that subscribe to Custom Enhanced Multi-Line Service (CEMLS). In addition, to the extent an educational institution utilizes Customer Enhanced Multi-Line Service to provide service to its classrooms, computer rooms and/or libraries, there will be no charge for CEMLS provided to those specific locations.
3. 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. (C)
4. The qualifying discount will be permitted only where the predominate use is providing educational and instructional programs and for the educational institution's administrative use. The discount is not allowed to residential complexes associated with the institution.
5. 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.

Missouri Public

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Service Commission

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.10 Missouri School Discount Program (Cont'd)

A. General (Cont'd)

6. 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.
7. The following local exchange services are eligible for a discount under this program:
  - Flat Rate, business one-party service
  - Custom Enhanced Multi-Line Service
  - All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

4.11 Lifeline Service

A. General Regulations

Lifeline Service

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://portal.ctcis.net/telephone/lifelineservice/>.

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://portal.ctcis.net/telephone/lifelineservice/>.

(T)

(T)

**LOCAL EXCHANGE TARIFFS**

HOLD FOR FUTURE USE

(N)

(D)

(D)

**LOCAL EXCHANGE SERVICE**

Missouri Public

REC'D MAR 14 2002

4. Local Exchange Service

Service Commission

4.12 Calling All Scholars Program

A. Description of Service

1. The Calling All Scholars Program is an incentive program that allows students in grades 9 through 12 with straight "A's" on a semester by semester basis to apply for toll restricted, billed number screened local service at no charge. Applicable taxes and surcharges still apply.
2. Qualifying students who maintain a straight "A" average for a semester would be entitled to free local telephone service, with their own line number, for the duration of the next semester or six months.
3. This service would be renewable throughout a qualifying student's four (4) years in High School.
4. This program is available to those students attending any accredited high school who are residents of the Company's service area, and reside in a household with existing local exchange service with Citizens Telephone Company. For purposes of this program, an accredited high school is a private school 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. (C)
5. Qualified students will have the customer activity charges associated with the installation of the line waived as well as the monthly recurring charge for local exchange service.
6. Application forms are available at the Company's business office. In addition to the application form, the student must provide proof of the grades obtained for the semester from the school.
7. This service is only available with parental consent and the continued support of the parents and the accredited high schools. The company reserves the right to discontinue this service at any time, with thirty (30) days written notice. (C)
8. Where telephone facilities do not permit the installation of a local line to the residence of the qualifying student, the Company will offer an "Alternate Line Number" in lieu of a local line.
9. This service will commence with the fall semester of 1998.

Issued: March 14, 2002

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

Missouri Public  
Effective: April 13, 2002  
FILED APR 13 2002  
Service Commission

Citizens Telephone Company  
of Higginsville, Missouri

P.S.C. MO NO. 4  
Original Sheet No. 4-18

**Missouri Public  
Service Commission**

**LOCAL EXCHANGE SERVICE**

REC'D MAY 30 2000

4. Local Exchange Service

4.13 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.

**Missouri Public  
Service Commission**

FILED JUN 29 2000

Issued: May 30, 2000

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: June 29, 2000

Citizens Telephone Company  
of Higginsville, Missouri, Inc.

P.S.C. MO NO. 4  
3<sup>rd</sup> Revised Sheet No. 4-19  
Cancels (see below)

**LOCAL EXCHANGE TARIFFS**

CANCELLING P.S.C. MO. NO. 4:

2<sup>nd</sup> Revised Sheet No. 4-19  
Original Sheet 4-20  
Original Sheet 4-21

(N)

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Issued: November 29, 2016

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

Effective: December 2, 2016

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Missouri Public  
Service Commission  
JI-2017-0094

**CUSTOMER ACTIVITY CHARGES**

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5. Customer Activity Charges

AUG 1 1994

5.1 General

MO. PUBLIC SERVICE COMM.

- A. The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.
- B. Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.
- C. Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.
- D. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer, will be charged for on the basis of labor cost and overhead incurred.

5.2 Types of Customer Activity Charges

A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Initial Service Order Charges are caused by customer requests only.

FILED

SEP 10 1994  
95 - 47

MISSOURI  
Public Service Commission

Issued: August 1, 1994

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: ~~August 31, 1994~~

SEP 10 1994

**CUSTOMER ACTIVITY CHARGES**

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5. Customer Activity Charges (Cont'd)

AUG 1 1994

5.2 Types of Customer Activity Charges (Cont'd)

MO. PUBLIC SERVICE COMM.

A. Initial Service Order Charge (Cont'd)

1. One Initial Service Order charge is applicable for each request for the establishment of a service.
2. Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.
3. An initial service ordering charge is not applicable to restoral of service that has been disconnected for nonpayment.
4. Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

B. Service Order Change Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for a change in their present service at the existing premises. (C)

One Service Order Change Charge is applicable for each of the following:

1. Move, change or addition of a service at an existing premises.
2. Addition to, or change in, a directory listing.
3. Change in telephone number.
4. Reserving the conference bridge for Conference Bridge Service (see Section 6.4.).

C. Service Installation Charge

This charge is applicable when work is performed in the central office and/or outside plant in association with installing Local Exchange service and/or other services utilizing outside plant facilities. (C)

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(C)  
(C)



**CUSTOMER ACTIVITY CHARGES**

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5. Customer Activity Charges (Cont'd)

AUG 1 1994

5.2 Types of Customer Activity Charges (Cont'd)

C. Service Installation Charge (Cont'd)

MO. PUBLIC SERVICE COMM.

- 1. One service installation charge is applicable to the following:
  - a. The provision of each access line in association with any of the services provided by the Company including the following:

- Local Exchange Service
    - Customer Owned Pay Telephone Service
    - Off Premises Extensions
    - Foreign Exchange Service

- 2. Each move of the established service drop and/or the associated station protection device.

D. Programming Change Charge

Programming Change Charges apply when the Telephone Company must program or re-program central office switching equipment to enable it to provide additional features or services on an existing line or for changing those services at a customer's request. (C)

- 1. One programming charge is applicable for each service order requiring programming or reprogramming of central office or remote office data base. (C)
- 2. Programming charges are not applicable when service is assumed by a different customer and there is no change of telephone number or service features. (C)

E. Service Reconnection Charge

A Service Reconnection charge is applicable to each restoration of service that has been temporarily disconnected for nonpayment.

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**CUSTOMER ACTIVITY CHARGES**

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5. Customer Activity Charges (Cont'd)

AUG 1 1994

5.2 Types of Customer Activity Charges (Cont'd)

MO. PUBLIC SERVICE COMM.

F. Enhanced Multi-Line Service Installation Charge

The Enhanced Multi-Line Service (EMLS) Installation Charge shall only be assessed when a new EMLS account is established. This charge will be assessed in addition to other Customer Activity Charges that are applicable to residence or business lines activated to establish the EMLS service. Changes to existing EMLS accounts shall be treated as other changes to a customer's account and assessed other Customer Activity Charges as appropriate. Rates for the EMLS Installation Charge will be based on the type of EMLS Service (EMLS-B or Basic, and EMLS-FS or Full Service) that is established.

(C)  
(C)

G. Direct Inward Dial Installation Charge

The Direct Inward Dial Installation Charge will be assessed for the identification and establishment of each group of 100 line numbers that is requested and assigned to a Direct Inward Dial customer.

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### CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. Reserved for future use
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same time or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

5.4 Rates

A.	Initial Service Order Charge	No Charge	(R)
B.	Service Order Change Charge	No Charge	(R)
C.	Service Installation Charge	\$15.00	
D.	Programming Change Charge	No Charge	(R)
E.	Service Reconnection Charge	\$16.25	
F.	Enhanced Multi-Line Service Charge		
	1. EMLS-B – Account Establishment	\$80.00	
	2. EMLS-FS – Account Establishment	\$130.00	

Issued:  
August 20, 2004

Brian Cornelius  
Citizens Telephone Company  
1905 Walnut  
Higginsville, MO 64037

Effective:  
October 1, 2004

Citizens Telephone Company  
of Higginsville, Missouri, Inc.

P.S.C. MO NO. 4  
1st Revised Sheet No. 5-6  
Cancels Original Sheet No. 5-6

**CUSTOMER ACTIVITY CHARGES**

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5. Customer Activity Charges (Cont'd)

**JUL 30 1998**

5.4 Rates (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

G. Direct-Inward-Dialing Service Charge

Establish or add a group of 100 lines      100.00

5.5 Waivers

(D)

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Effective: September 1, 1998

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**CUSTOMER ACTIVITY CHARGES**

HOLD FOR FUTURE USE

(N)

(D)

(D)

**CUSTOMER ACTIVITY CHARGES**

HOLD FOR FUTURE USE

(N)

(D)

(D)

**OPTIONAL SERVICES AND FEATURES**

(T)

6. Optional Services and Features

NOV 14 1994

(T)

6.1 CLASS Service

10. PUBLIC SERVICE BOARD  
Custom Local Area Signaling Services (CLASS): Provide end-user services that allow the customer more control over incoming and outgoing calls based on Signalling System 7 (SS7) Hardware and Software. Services are offered where technically feasible and may be available on both an intra- or inter-exchange basis.

A. Feature Descriptions:

1. Caller ID: allows the called party to view the number calling through customer premises equipment designed to receive and thus display the calling party's number. Special station equipment is required for this feature.

The calling telephone number is only available in those areas where appropriate signalling network connections exist to forward the calling party's number. This may exclude calls made from most cellular phones or units, calls made through interexchange carriers, and calls originated from other local exchange carriers. The calling number is also not available when incoming calls have been handled by an operator or charged to credit cards. Number delivery for calls originated from a PBX will display the main PBX number only. If the caller's number is a multi-party line, or is blocked, the number will not be displayed.

Telephone numbers transmitted via Caller ID 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. Caller ID customers failing to comply with any of these conditions will have their service terminated.

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

**JUL 30 1998**

6.1 CLASS Service (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

A. Feature Descriptions (Cont'd)

2. Calling Name Delivery (CNAM): allows customer to receive the calling name on incoming calls. The name is delivered to the called party's CPE in the interval between the first and second ring. Calling names will not be displayed if the call originates from an area that does not have the appropriate network signaling connections. This may exclude calls made from most cellular phones, calls made through some interexchange carriers, and calls originated from other local exchange carriers. If the caller is calling from a multi-party line, or is blocked, the name will not be displayed. (N)

CNAM will be provided in connection with single residence and business lines where Telephone Company facilities permit.

3. Calling Party Identity (CPI): allows a customer to combine Calling Name Delivery and Caller ID together at a cost savings over subscribing to the individual features. The combined features work the same as if subscribed to separately. See individual descriptions for specific description of each service. (N)

4. Customer-Originated Trace: allows the customer to initiate a trace on the last incoming call by dialing an activation code. The call will be traced automatically, and the telephone number that originated the call and the time the call was made will be recorded either in the Company office or in the offices of a law enforcement agency. When successfully recorded, this information will be released by the Company only to an authorized representative of a law enforcement agency and, in no event, other than as provided by applicable state and federal law. Customer-Originated Trace will be made available to all customers where technically feasible. Charge for the service will be made when a telephone number of the incoming call is successfully captured. (C)

5. Selective Distinctive Ringing: allows the customer to define a list of special Directory Numbers. Anytime the customer receives a call from one of these special numbers, a Distinctive Ring will be applied. Calls received from Directory Numbers not on the list or which cannot be identified will produce a standard ring. If the customer subscribes to the Call Waiting feature, a distinctive tone pattern will be applied to that feature if the call is also from the special list. (T)

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Effective: September 1, 1998**

Issued: August 31, 1998

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Higginsville, MO 64037**

**JUL 30 1998**



**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

**JUL 30 1998**

6.1 CLASS Service (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

A. Feature Descriptions: (Cont'd)

6. Selective Call Acceptance: allows the subscriber to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement statement that the call is not presently being accepted by the called party. (T)
7. Selective Call Forwarding: will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a Directory Number which has been indicated on a list of numbers referred to as the Selective Call Forwarding screening list. Calls from Directory Numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment. (T)
8. Selective Call Rejection: allows the subscriber to define a list of Directory Numbers which, upon placing a call to the subscribers line, will be routed to an announcement and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not being accepted by the called party. (T)
9. Selective Call Waiting: informs a subscriber, when busy on another call, that a call from a telephone number on the screening list is waiting. The user preselects which calls are to receive selective call waiting service by entering the calling telephone number on the selective call waiting screening list; the user may then engage in other calls and be alerted by a burst of Distinctive Call Waiting tone should a call come in from one of the specified telephone numbers. (T)

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**Effective: September 1, 1998**

**OPTIONAL SERVICES AND FEATURES**

**Missouri Public**

6. Optional Services and Features (Cont'd)

**REC'D JAN 31 2002**

6.1 CLASS Service (Cont'd)

**Service Commission**

A. Feature Descriptions: (Cont'd)

10. Automatic Callback: permits a subscriber encountering a busy connection to have call setup performed automatically when the called station becomes idle. This feature is designed to automatically set up a call to the last telephone number called by the subscriber, regardless of whether the called telephone number was busy or idle, answered or unanswered. If the call cannot be completed immediately because of a busy line, the call is queued and call completion is attempted when both lines are idle. As part of the completion attempt, the calling subscriber is given special ringing and when the called subscriber answers, the calling subscriber is given regular ringing.
11. Call Return: permits a subscriber to have a call automatically returned to the last party who called. If that line is busy when the recall attempt is made, the call is queued until both the subscriber and the last calling party are idle; then the subscriber is rung first. When the subscriber answers, the last calling party is rung to complete the call.
12. Anonymous Call Rejection (ACR): allows customer to reject calls for which call name/number has been intentionally blocked. Rejected calls are sent to a recording. This feature is only compatible with calls originating in and terminating to a network equipped with the appropriate signaling connections. This feature is available only where switching equipment is compatible.
13. Caller ID on Call Waiting (Name or Number): allows the called party to see the name or number of the incoming caller while on the phone. The customer will hear the Call Waiting tone during the current call. The name or number of the incoming call will display on the Caller ID on Call Waiting device. Special equipment is needed for this feature.

(N)  
|  
(N)  
**Missouri Public**

**FILED MAR 04 2002**

**Service Commission**

**OPTIONAL SERVICES AND FEATURES**

**Missouri Public**

6. Optional Services and Features (Cont'd)

REC'D JAN 31 2002

6.1 CLASS Service (Cont'd)

Service Commission

A. Feature Descriptions: (Cont'd)

- 14. Caller ID on Call Waiting (Name and Number): allows the called party to see the name and number of the incoming caller while on the phone. The customer will hear the Call Waiting tone during the current call. The name and number of the incoming call will display on the Caller ID on Call Waiting device. Special equipment is needed for this feature. (N)
- 15. No Solicitors: allows customer to stop telemarketing calls before the phone even rings. Incoming callers are greeted with an announcement asking solicitors to place your number on the "Do Not Call List." (N)

B. Nonchargeable CLASS Features:

- 1. Calling Number Delivery Blocking - Per Call: temporarily allows the subscriber, when placing outgoing calls, to label his or her telephone number as private, thus restricting its availability to the called party. This feature is accessed by dialing (\*67), or 1167 for rotary phones, before dialing the phone number. (M)
- 2. Called Number Delivery Blocking - Per Line: allows the subscriber, when placing outgoing calls, to permanently label his or her telephone number as private, thus restricting its availability to the called party. This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters, law enforcement agencies 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. (M)

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**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.1 CLASS Service (Cont'd)

C. Rates

1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis. The highest rated feature will be considered the subscriber's first feature.

		<u>Monthly Charge</u>		
		<u>First</u>	<u>Additional</u>	
		<u>Feature</u>	<u>Feature</u>	
a.	Caller ID	\$3.50	\$2.00	(R)
b.	Calling Name Delivery (CNAM)	3.50	2.00	(R)
c.	Calling Party Identify (CPI)	5.00	2.00	(R)
d.	Selective Distinctive Ringing	3.00	2.00	
e.	Selective Call Acceptance	3.00	2.00	
f.	Selective Call Forwarding	3.00	2.00	
g.	Selective Call Rejection	3.00	2.00	
h.	Selective Call Waiting	3.00	2.00	
i.	Automatic Callback	3.00	2.00	
j.	Call Return	3.00	2.00	
k.	Anonymous Call Rejection	3.00	2.00	
l.	Caller ID on Call Waiting (Name or Number)	8.00	2.00	(R)
m.	Caller Party ID on Call Waiting	8.00	2.00	
n.	No Solicitors	3.00	2.00	

2. Rates for Customer-originated Trace will be charged on a per successful capture.

Rate per  
Successful Capture

Customer-originated Trace	\$1.25
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D. In addition to the charges above, customer activity charges as outlined in Section 5 of this tariff will apply to the establishment of class services.

Issued:  
August 20, 2004

Brian Cornelius  
Citizens Telephone Company  
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Higginsville, MO 64037

Effective:  
October 1, 2004

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6. Optional Services and Features (Cont'd)

(T)

6.2 Enhanced Multi-Line Service (EMLS)

NOV 14 1994

A. General

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1. Enhanced Multi-Line Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides intrasystem communication and Enhanced Multi-Line Service feature packages as set forth in Paragraph 6.2.C following. EMLS is provided to Business or Residence Local Exchange Service customers who have 2 to 400 access lines. Customers with more than 400 lines may subscribe to Custom Enhanced Multi-Line Service (CEMLS).
2. CEMLS as outlined in Section 6.3 can provide service to users with more than 400 lines. Additional features beyond those listed in Section 6.2.C. may also be provided under CEMLS as outlined in Section 6.3.
3. EMLS is a local telecommunications service which is limited to those areas serviced by central office equipment specifically equipped to provide such services. The Company will provide EMLS in all wire centers which are equipped to provide the service.
4. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with EMLS are provided by and remain the property of the Company.
5. The Company will furnish one alphabetical and one classified directory listing on a per Enhanced Multi-Line Service summary business account, without charge. In addition, the Company will furnish one alphabetical listing for each individual residence EMLS number, without charge. Additional listings are offered subject to the provisions set forth in Section 6.7 of this tariff.
6. The rates and charges shown for EMLS apply to establishment of EMLS only. Other services (including CLASS services) as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

A. General (Cont'd)

MO. PUBLIC SERVICE COMMISSION

7. Each request for establishment of a EMLS system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting nonrecoverable labor and material costs.
8. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
  - a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) Dust free, (2) controlled temperatures ranging from 50 degrees to 86 degrees Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
  - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
9. Rotary dial stations are not capable of accessing all EMLS features shown in 6.2.C of this section.
10. An Enhanced Multi-Line Service line may be extended to a location outside the same continuous property of the Enhanced Multi-Line Service customer to any location within the wire center at no additional charge, if a separate telephone number is assigned to this line. If the telephone number assigned to the extended line is the same as a telephone number at the normal location, Off-Premise Extension Service, as set forth in Section 6.9 of this Tariff, will apply to the line.
11. This Tariff (including the rates and charges shown herein) for EMLS is subject to such changes or modifications as the Missouri Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction.

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OPTIONAL SERVICES AND FEATURES

Missouri Public  
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6. Optional Services and Features (Cont'd)

REC'D DEC 14 1998

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

A. General (Cont'd)

12. Reserved for future use. (D)

B. Liability of the Company

1. The liability of the Company for interruptions in or failure of service provided under the EMLS Tariff is provided for in Section No. 3.3 of this tariff.
2. The Company makes no guarantee and assumes no liability whatsoever for the customer's provision of EMLS features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

C. Description of Service

1. EMLS is offered in two different configurations:

a. EMLS-Basic (EMLS-B)

This service is offered for customers with between two and thirty lines and provides a standard group of features available to the customers. Features available under EMLS-B are described in Section 6.2.C(2)a.

b. EMLS-Full Service (EMLS-FS)

This service is offered to customers with between two (2) and four hundred (400) lines. In addition to a standard group of features the customer has the option of choosing additional feature packages to meet the customer's communication service requirements. Features available under EMLS-FS are listed in Sections 6.2.C (2)b, c, d, and e, hereafter.

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(T)

6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

C. Description of Service (Cont'd)

MO. PUBLIC SERVICE COMMISSION

2. Features

a. EMLS-B Standard Features

- Alternate Answering
- Call Forward
- Call Flip-Flop
- Call Hold
- Call Pick-up
- Call Transfer
- Call Waiting
- Combined Dial-Pulse - DTMF Signaling
- Convenience Dialing
- Direct-inward-dialing
- Direct-outward-dialing
- Intercom
- Three-Way Calling

b. EMLS-FS Standard Features

- Combined Dial Pulse-DTMF Signaling
- Direct-inward-dialing
- Direct-outward-dialing
- Station-to-Station dialing

c. EMLS-FS Series 1 Features

- All EMLS-FS Standard Features plus,
- Account Code Capability
- Call Flip-Flop
- Call Forwarding (Busy, All, No Answer, Within Group)
- Call Hold
- Call Park
- Call Pickup
- Call Transfer (Individual, Internal Only)
- Call Waiting
- Cancel Call Waiting
- Consultation Hold
- Dial Access to Attendant
- Dialing Access to Private Facilities
- Distinctive Ringing

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**OPTIONAL SERVICES AND FEATURES (T)**

6. Optional Services and Features (Cont'd) (T)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

C. Description of Service (Cont'd)

2. Features (Cont'd)

c. EMLS-FS Series 1 Features (Cont'd)

- Do Not Disturb
- Flexible Intercept
- Hunting Terminal (Pilot)
- Intercom
- Last Number Redial
- Make Busy (Terminal/Group)
- Music-on-Hold
- Paging Access
- Single Digit Dialing
- Speed Calling Individual (Short)
- Station Transfer Security
- Stop Hunt
- Three-Way Calling
- Wake-up Reminder

d. EMLS-FS Series 2 Features

All EMLS-FS Series 1 Features plus,

- Automatic Call Back (Station, Trunk Camp-on)
- Call Diversion To Attendant
- Data Line Security
- Dictation Access and Control
- FX Facilities Access
- Fully Restricted Service
- Hunting (Regular, Circular, Preferential)
- Night Service (Fixed, Flexible)
- Speed Calling Group
- Toll Restricted Service

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**OPTIONAL SERVICES AND FEATURES** (T)

6. Optional Services and Features (Cont'd) (T)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

C. Description of Service (Cont'd)

MO. PUBLIC SERVICE COMMISSION

2. Features (Cont'd)

e. EMLS-FS Series 3 Features

All EMLS-FS Series 2 Features plus,

- Authorization Codes
- Automatic Route Selection
- Call Waiting (Originating)
- Custom Dialed Account Recording
- Directed Call Pickup
- Executive Busy Override
- Expensive Route Warning Tone
- Hunting (Uniform Call Distribution)
- Off Hook Queuing
- Remote Access to Business Group Features
- Speed Calling Individual (Long)
- Station Message Detail Recording
- Time of Day Routing

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Descriptions

1. Account Code Capability - This feature allows business group station users to enter an access code plus a three (3) to eight (8) digit account code number prior to dialing. (T)
2. Alternate Answering - This feature allows incoming calls to EMLS-B service to be automatically forwarded to another line in the group if the called number is busy or does not answer.
3. Authorization Codes - This feature allows a station user to override the assigned restriction level for a single call.
4. Automatic Call Back (Station, Trunk Camp-On) - This feature allows a station user encountering a busy station to be automatically notified when the station or trunk becomes idle.
5. Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.)
6. Call Diversion to Attendant - This feature allows busy diversion and/or no answer diversion if off-hook or does not answer after predetermined ring, diverts to attendant.
7. Call Flip-Flop - This feature allows a user to have two calls in progress with the capability to alternate between them. The initiator converses with one while the other is on hold.
8. Call Forwarding (Busy, All, No Answer) - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. All calls, or only calls reaching a no answer or busy condition, may be forwarded. Fixed forwarding destination is changed by the Company, whereas variable forwarding destination is changed by the station user. (C)  
(C)
9. Call Hold - This feature allows a station user to place a call in progress on hold.

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Effective: September 1, 1998

JUL 30 1998

**OPTIONAL SERVICES AND FEATURES**

(T)

6. Optional Services and Features (Cont'd)

(T)

6.2 Enhanced Multi-Line Service (Cont'd)

NOV 14 1994

D. Feature Description (Cont'd)

MO. PUBLIC SERVICE COMM.

10. Call Park - This feature allows a station user to park a call and then retrieve it again from the same or a different station.
11. Call Pickup - This feature allows a station user to answer incoming calls to another station within his defined pickup group.
12. Call Transfer (All, Incoming Only, Internal) - This feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected (Call Transfer-All). The call transfer function may be restricted to incoming calls only or to calls within a particular customer group.
13. Call Waiting - This feature provides a burst of tone to inform a busy station user that another call is waiting.
14. Call Waiting (Originating) - This feature allows a station user to initiate the call waiting feature to a busy station within his customer group.
15. Cancel Call Waiting - This feature provides the ability to disable the Call Waiting Feature for the duration of a call.
16. Combined Dial Pulse - DTMF Signaling - This feature provides for either dial pulse or tone signaling.
17. Consultation Hold - This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.
18. Convenience Dialing (EMLS-B only) - This feature, similar to Single Digit Dialing, allows EMLS-B customers to call a specific party within the group by dialing a one-digit or two-digit code.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

19. Customer Dialed Account Recording (CDAR)\* - The CDAR feature allows a customer to add an account number to their own Automatic Message Accounting (AMA) record for allocation of charges on billable outward calls.
20. Data Line Security - Prevents traffic sources, such as, call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes.
21. Dial Access to Attendant - This feature allows stations connected via tie line access to dial attendant access code
22. Dialing Access to Private Facilities - When a customer has private facilities that are directly terminated to customer premise equipment the customer accesses the facility by dialing/keying a code unique to that facility.
23. Dictation Access and Control\* - This feature provides for station access to customer provided dictation equipment.
24. Direct Inward Dialing (DID) - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.
25. Direct Outward Dialing (DOD) - This feature allows station users to place external calls to the exchange network without attendant assistance.
26. Directed Call Pickup - This feature allows a station user to answer any incoming call within his customer group by dialing the access code and the ringing station number.

\* Certain features will require the customer to provide additional hardware and/or facilities associated with the particular feature.

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

NOV 14 1994

D. Feature Description (Cont'd)

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27. Distinctive Ringing - This feature provides different ringing patterns for internal and external calls.

28. Do Not Disturb - Permits a customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are diverted to a recorded announcement. To restore normal service, the customer simply dials the deactivation code.

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**OPTIONAL SERVICES AND FEATURES** RECEIVED (T)

6. Optional Services and Features (Cont'd) (T)

NOV 14 1994

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

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29. Executive Busy Override - This feature allows a station user to access a busy station.
30. Expensive Route Warning Tone - This feature provides a warning tone indicating a route determined to be expensive for a given location has been selected.
31. Flexible Intercept - This feature provides the automatic routing to intercept calls which cannot be completed because of imposed restrictions, misdialing, etc.
32. FX Facilities Access - This feature provides access to and from a remote exchange network via dedicated trunk facilities.
33. Fully Restricted Service - This feature prohibits access by a station to facilities other than stations within the same customer group.
34. Hunting, Circular - Circular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting proceeds to the last member in the group, wrapping around to the first member, and ending with the member before the one that was dialed/keyed.
35. Hunting, Preferential - This hunting feature operates on the basis of providing a separate preferential hunting list to one or all members of the hunt group. When a preferred member's number is dialed/keyed and found busy, its preferential hunting list is accessed to determine the hunting sequence that will occur.
36. Hunting, Regular - Regular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting ends at the last member in the group.
37. Hunting, Terminal (Pilot) - This feature is performed only when the pilot number has been dialed/keyed.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

REC'D DEC 14 1998

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

38. Hunting, Uniform Call Distribution (ACD) - The ACD feature allows incoming trunk calls to be directed to, and distributed among, a select group of stations.
39. Intercom - This feature allows a station to call other stations within the group by dialing a code, normally one or two digits.
40. Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.
41. Make Busy (Terminal/Group)\* - This feature allows the terminal in a hunt group or an entire hunt group to appear busy to incoming calls. (T)
42. Message Waiting Indicator\* - This feature provides message waiting lamp indicator for suitably equipped telephone sets, indicating a message is waiting. (T)
43. Music-on-Hold\* - This feature allows the customer to provide music to the calling party when the calling party has been placed on hold. (T)
44. Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible).
45. Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so the call may be completed.
46. Paging Access\* - This feature provides access to a customer provided loudspeaker system. (T)
47. Remote Access to Business Group Features\* - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group. (T)
48. Single Digit Dialing - This feature allows speed calling between selected stations in separate groups using a one-digit code.
49. Speed Calling Group - This feature allows more than one station to have access to a shared speed calling list. The shared list may be either short or long.

\* Certain features will require the customer to provide additional hardware and/or facilities associated with the particular feature. (N)  
(N)

Issued: December 14, 1998

Brian Cornelius  
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1905 Walnut  
Higginsville, MO 64037

Effective: January 13, 1999

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)

REC'D DEC 14 1998

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

- 50. Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits.
- 51. Speed Calling Individual (Short) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit.
- 52. Station Message Detail Recording\* - This feature provides the capability to accumulate call detail information from each station. (T)
- 53. Station-to-Station Dialing - This feature allows station users to call each other using station extension numbers.
- 54. Station Transfer Security - This feature provides that a call, which has been transferred by one station to a second station which does not answer, will recall the transferring station.
- 55. Stop Hunt - This feature allows a station user to stop when a particular line is reached in a hunting sequence.
- 56. Three-Way Calling - This feature allows a station user to add a third party to the conversation. (See Consultation Hold and Call Transfer).
- 57. Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.
- 58. Toll Restricted Service - This feature allows the customer to block station calls placed to the toll network or to divert them to the attendant.
- 59. User Transfer - This feature, available to EMLS-B customers, is identical to Call Transfer - All.
- 60. Wake-up Reminder - This feature allows station users the ability to program their telephone to ring distinctively at a specific time.

\* Certain features will require the customer to provide additional hardware and/or facilities associated with the particular feature.

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FILED JAN 13 1999

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Effective: January 13, 1999

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

MO. PUBLIC SERVICE COMM

E. Rates

- 1. Rates for the provision of EMLS service will consist of two types of rate elements. One rate will be a monthly service charge for each EMLS account. (See 6.2.E.2) The second rate will apply on a per line basis for each line and will be related to the specific feature package or packages which the customer subscribes to.

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff. Specifically, this service is in addition to the local exchange service lines which the customer will purchase to provide local exchange service.

In the alternative rates for EMLS may be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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(N)

- 2. Monthly service charges will apply on an ELCS account basis as follows:

	<u>Rate</u>
EMLS-B	\$ 10.00
EMLS-FS (2 to 200 lines)	\$ 50.00
EMLS-FS (201 to 400 lines)	\$100.00

- 3. In addition to the rates as set forth in Paragraph 6.2.E(2) the following rates and charges apply to the provision of EMLS. These rates are charged on a per line per month basis for the specific feature packages purchased.

	<u>Rate</u>
a. EMLS-B	
Standard Features	\$3.00

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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E. Rates (Cont'd)

3. (Cont'd)

b. EMLS-FS

Standard Features	\$0.75
Feature Series 1, per line	1.75
Feature Series 2, per line	2.45
Feature Series 3, per line	2.80

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c. Line rates shown herein do not include the provision of customer premise equipment.

d. Appropriate Customer Activity Charges set forth in Section 5.4.F of this Tariff apply to installation of an Enhanced Multi-Line Service system up to and including the Network Interface and to any changes or feature additions to individual EMLS lines.

F. Conditions

1. When EMLS is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.

a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

F. Conditions (Cont'd)

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<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>	(M)
(1) Basic Time, Business Day, Per Technician*	\$30.00	\$15.00	
(2) Overtime, Outside the Business Day, Per Technician*	45.00	22.50	
(3) Premium Time, Outside the business Day, Per Technician*	60.00	30.00	

\* A call out of a Company employee at a time not consecutive with the business day is subject to a minimum charge of two hours.

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b. Basic time rates apply for the time the Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Company approved holidays.

6.3 Custom Enhanced Multi-Line Service (CEMLS)

A. Scope of the Service

1. CEMLS is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Enhanced Multi-Line Service features. Most of the Enhanced Multi-Line Service features are set forth in Paragraph 6.2.D preceding. However, certain additional features may also be available at the customer's request. CEMLS may also be a custom service arrangement to add additional features and/or hardware to an EMLS system.

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6. Optional Services and Features (Cont'd)

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6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

- 2. CEMLS arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities, and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgement of the Company, it is practicable and will not be detrimental to any other service furnished by the Company. CEMLS arrangements are intended for use by customers with more than 400 lines or for existing EMLS with additional feature needs that can be provided.
- 3. CEMLS arrangements will be provided pursuant to the terms and conditions as set forth in Section 6.2.A and 6.2.B preceding. Customer specific requirements and deviations from the Sections mentioned will be set forth in the CEMLS agreement.

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B. Public Service Commission Notification

- 1. The Company will notify the Public Service Commission Staff of CEMLS arrangements in advance, as set forth in 6.3.B.2 following, and will include in such notification the following information:

- Customer name and location(s)
- Type of service to be provided
- The incremental cost study
- The contribution level used
- The payment option selected
- The applicable rates

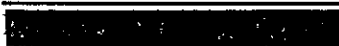
The above information is considered proprietary by the Company and should not be made a part of the public record.

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6. Optional Services and Features (Cont'd)

6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

B. Public Service Commission Notification (Cont'd)

- 2. Upon receipt of the above identified information, the Staff will have three weeks (21 calendar days) to review this information. Day 1 of the 21 calendar days limitation will begin on the next working day after receipt by the Staff. In the review of this information, if the Staff determines there is a discrepancy in a specific cost study, but the rate quoted meets the minimum five percent contribution level after the discrepancy is corrected, no change in the rate will be required. If, however, after the discrepancy is corrected the rate quoted does not meet the five percent contribution level, the rate will be revised to achieve at least the minimum contribution level of five percent.

Staff will notify the Company in writing as soon as possible, but no later than 21 days, as determined above, of their position as a result of their review of the economic cost study. If Staff does not respond by the end of the 21 days, the Company may proceed with the proposed rates for that CEMLS arrangement.

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C. Rates

- 1. Rates for CEMLS arrangements will be based on the incremental costs, contribution level, payment plan, and contract option selected. These factors will vary with each CEMLS arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.

2. Economic Cost Studies

An incremental cost study will be performed for each CEMLS arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.

3. Payment Options

The method of payment will be specified in the CEMLS agreement.

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Effective: September 1, 1998

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### OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.4 Conference Bridge Service

A. Description of Service

This service allows the end-user to reserve a conference bridge located in the Company's central office for convening a dial-in conference call for up to thirty-two parties. The customer will call the Company's business office to reserve the conference bridge for a specified day and time and will be given a phone number and personal identification number for the conference parties to dial at the appointed time. (T)

Up to thirty-two parties may dial into the conference bridge at the appointed time. Local or toll charges from the calling location to the conference bridge number will be applied. (T)

B. Limitations

Only two conference bridges are available, so only two parties can reserve the bridge at a given day and time (T)

C. Rates

1) Reservation of conference bridge

The Service Order Change Charge specified in Section 5.4.B will apply for reserving the conference bridge.

2) Use of the conference bridge will be charged on an hourly basis with the following charge applying for each full hour or fraction of an hour that the bridge is in use.

Charge per hour or fraction \$4.00

**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

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6.5 Custom Calling Service

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A. Conditions

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Custom Calling Services are available only to those customers who are served from a Central Office equipped to provide such services.

When a service is programmed for both Conference Calling and Call Waiting, only one of the two may be activated at any one time.

These services will not be provided for semi-public or public paystations.

The grade of transmission on three way calling and call forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Customer Activity Charges

Customer Activity Charges as outlined in Section 5 of this tariff will apply to the establishment of Custom Calling service features.

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6. Optional Services and Features (Cont'd)

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6.5 Custom Calling Service (Cont'd)

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C. Feature Descriptions

1. Alternate Line Number - An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.
2. Call Forwarding - Permits the customer to have all incoming calls automatically transfer to another dialable telephone number, while this service 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 being forwarded, such charges will be billed to the Call Forwarding Customer. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center. There are two methods of providing Call Forwarding:
  - 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 re-establish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.
  - b. A variable operation, which provides for customer establishment and change of the forwarded number destination. The customer is also responsible for feature activation and deactivation as well as re-establishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding Service.
3. Call Waiting/ Cancel Call Waiting - Provides for signaling a customer, who is talking on the line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both. By dialing/keying a code, a subscriber will be able to cancel call waiting during the duration of the next out-going call only.

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**SEP 01 1998**

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Issued August 31, 1998

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Effective: September 1, 1998

**JUL 30 1998**

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6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

4. Reserved for Future Use (D)
5. Data Line Security - Prevents traffic sources, such as call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes.
6. Do Not Disturb - Permits a customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are diverted to a recorded announcement. To restore normal service, the customer simply dials the deactivation code.
7. Last Number Redial - Permits a customer with a tone capable telephone to redial the last number dialed by keying a special access code.
8. Second Line Coded Ringing - Coded ringing can be added to a second line termination. This will allow the customer to identify which line is being called.
9. Series Completion - Permits a customer to divert an incoming call to another destination if the customer's line is (1) busy or (2) not answered. Both series completing options can be assigned to the same customer.
10. Three-Way Calling - Permits a customer to add a third party to an existing call, whether the original call was incoming or outgoing.
11. Wakeup - Permits a customer to set up a wakeup call by dialing a special access code followed by the desired wakeup time.

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**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

- 12. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 13. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.
- 14. Call Join - Allows customer to merge a call waiting call with their existing call.

D. Rates

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

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Issued:  
August 20, 2004

Brian Cornelius  
Citizens Telephone Company  
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Effective:  
October 1, 2004

**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

D. Rates (Cont'd)

		<u>First Feature Rate Month</u>	<u>Additional Feature</u>	
1.	Alternate Line Number	1.00	1.00	(I)
2.	Call Forwarding	1.00	1.00	(I)
3.	Call Waiting/Cancel Call Waiting	1.00	1.00	(I)
4.	Data Line Security	2.00	1.00	
5.	Do Not Disturb	2.00	1.00	
6.	Last Number Redial	2.00	1.00	
7.	Second Line Coded Ringing	2.00	1.00	
8.	Series Completion			
	Variable	No Charge	No Charge	
	Fixed	No Charge	No Charge	
9.	Three-way Calling	1.00	1.00	(I)
10.	Wake up	2.00	1.00	
11.	8 Number Speed Calling	2.00	1.00	
12.	30 Number Speed Calling	3.00	1.00	
13.	Call Join	2.00	1.00	(N)

Issued:  
October 26, 2004

Brian Cornelius  
Citizens Telephone Company  
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Effective:  
December 1, 2004

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6. Optional Services and Features (Cont'd)

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6.6 Direct Inward Dialing (DID) Service

**MO. PUBLIC SERVICE COMM**

A. General

1. Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
5. The Company shall not be responsible to the customer or to the customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.
7. Directory listings will not be provided without charge for numbers issued for DID service. Customers desiring listings for these numbers in the telephone company directory may purchase listings they desire pursuant to the provisions of Section 6.7, Directory Listings.

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6. Optional Services and Features (Cont'd)

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6.6 Direct Inward Dialing (DID) Service (Cont'd)

A. General (Cont'd)

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- 8. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
- 9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.
- 10. Multi-Line Hunt Service is available for DID service. See section 4.4 for description and rates. (N)  
(N)

B. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>	
First 100 Direct Inward Dialing Numbers Assigned, minimum charge	\$30.00	\$1,080.00	
Each additional 100 Direct Inward Dialing Numbers assigned over the first 100	30.00	1,080.00	
Direct Inward Dialing Trunk Termination - per DID trunk, each	See Business Rate, Section 4.6		(R)

The charges for the service, as provided above, are in addition to Customer Activity Charges outlined in Section 5 and to the applicable local exchange service rates.

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6. Optional Services and Features (Cont'd)

**JUL 30 1998**

6.7 Directory Listings

**MO. PUBLIC SERVICE COMM**

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

1. Listings will be limited to such information as is necessary for proper identification.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. Only one number will be listed in the telephone company directory at no charge for each Multi-Line Hunt group. Unless otherwise directed by the customer and agreed to by the company, the pilot number in the hunt group will be the number listed.

B. Non-Published Listings

Non-Published service is the omission of a customer's listing, to include the customer's name, telephone number and address, from both the telephone directory and directory assistance records. Non-published service is available upon request and subject to the applicable rate in 6.7 F following. (C) (C)

C. Non-List Listings

Non-list service is the omission of a customer's listing, to include the customer's name, telephone numbers and address, from the telephone directory. The customer's listing may be obtained from the directory assistance operator. Non-list service is available upon request and subject to the applicable rate in 6.7 F following. (C) (C) (C)

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**SEP 01 1998**

**MISSOURI  
Public Service Commission**

~~Issued August 31, 1998~~

Brian Cornelius  
Citizens Telephone Co.  
1905 Walnut  
Higginsville, MO 64037

Effective: September 1, 1998

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

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6.7 Directory Listings (Cont'd)

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D. Additional Listings

MO. PUBLIC SERVICE COMM.

An additional listing is any listing of a name or information in connection with a subscriber's telephone number beyond the primary listing. Each additional listing or each additional line of a multiple line listing, including alternate call listings and line of information as described below, is subject to the applicable rate in Section 6.7.F following.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Line of Information is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties.

E. Applicability of Customer Activity Charges

A listings change is subject to the applicable Customer Activity Charges found in Section 5.

F. Rates

Non-published	\$1.50
Non-list	\$1.00
Additional Listing	\$1.00

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6. Optional Services and Features (Cont'd)

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6.8 Nuisance Traps

A. Description

MO. PUBLIC SERVICE COMM.

Nuisance Traps provide the capability of capturing and recording the telephone number of the calling party for each local telephone call to the customer's telephone number. The calling party's number is captured by telephone company switching equipment and is transmitted to a local law enforcement agency where a report is printed containing the time of the call and the calling party. Nuisance traps will not be installed unless requested by the customer or by a law enforcement agency of the local, state, or federal government. Results of the nuisance trap will only be disclosed to appropriate law enforcement agencies in accordance with applicable law.

Unusual expenses such as overtime or prolonged work incurred in gathering data for nuisance trapping will be charged to the particular customer at the company's current loaded labor rate. This charge will not apply to law enforcement agencies making requests.

B. Customer Activity Charges

Customer Activity Charges as outlined in Section 5 will apply for establishing this service.

C. Availability

Nuisance Traps will be available only where technically feasible and where appropriate arrangements have been made with a law enforcement agency.

D. Rates

	<u>Monthly</u>
Nuisance call trapping	\$5.00

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6. Optional Services and Features (Cont'd)

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6.9 Off-Premise Extension Service

A. Conditions

MO. PUBLIC SERVICE COMM.

1. Off-premise extension circuits are provided to allow the customer the option of extending his telephone service from the normal to a second location within the wire center using the company's cable distribution facilities. Off-premises extension circuits are furnished subject to the availability of circuits and provided when no unusual expense is involved.
2. Distances for determination of rates shall be based on airline miles between the normal location and the location of the off-premise extension.

B. Rates

	Monthly Rate
First 1/4 mile or fraction thereof	\$6.00
Each additional 1/4 mile or fraction thereof	3.00

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6.10 Remote Call Forwarding

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A. General

MO. PUBLIC SERVICE COMM.

Remote Call Forwarding (RCF) service is a service whereby a call placed from the originator to a customer's Remote Call Forwarding telephone number is automatically forwarded by Telephone Company digital central office equipment to another telephone number designated by the customer. This number does not have to be in the exchange where RCF is ordered.

B. Regulations

1. Remote Call Forwarding service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
2. Remote Call Forwarding service is not offered where the terminating station is a coin telephone.
3. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
5. Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.
6. Remote Call Forwarding service is available when used in connection with Local Exchange Service and interstate or intrastate Long Distance Message Telecommunications Service, interstate or intrastate 800 Service.
7. Remote Call Forwarding service is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls to the Remote Call Forwarding number without interfering with or impairing any services offered by the Telephone Company.

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6. Optional Services and Features (Cont'd)

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6.10 Remote Call Forwarding (Cont'd)

B. Regulations (Cont'd)

MO. PUBLIC SERVICE COMM.

8. Directory Listings

One listing covering the exchange in which the call forwarding Central Office is located is provided without charge. Additional Directory Listings may be obtained under rates outlined in Section 6.7 of this Tariff.

9. Customer Activity Charges as established in Section 5 of this tariff are applicable to the establishment of Remote Call Forwarding.

C. Rates and Charges

1. The following charges are for the Remote Call Forwarding service only and are in addition to applicable charges for service and equipment with which it is used.

	<u>Monthly Rate</u>
Remote Call Forwarding, per access path	\$15.95

2. Usage Charges

Usage charges applicable to remotely forwarded calls for that portion of the call from the call forwarding location to the answering location shall be charged in addition to the monthly rate specified above. The Remote Call Forwarding customer is responsible for any applicable customer-dialed station-to-station charges or interstate and intrastate charges specified in the Long Distance Message Telecommunications Service or 800 Service Tariffs. The aforementioned charges apply to all calls answered at the call forwarding location, including person-to-person and collect calls, if accepted.

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6. Optional Services and Features (Cont'd)

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6.11 Temporary Dual Residence Service

MO. PUBLIC SERVICE COMM.

A. Description

1. Temporary Dual Residence Service is offered for the convenience of residence customers who are residing in one location within a wire center and are either in the process of moving to a second residence or are constructing a new residence within the same wire center. The service allows the residence customer to have his existing residence service be provided concurrently at both the existing and new locations for a temporary period of time.
2. Temporary Dual Residence Service is provided for a minimum one month period and a maximum total period of six months. When ordering this service the customer shall specify the period of time the service is desired. The customer may extend this period, if desired, up to the maximum period of six months.
3. Temporary Dual Residence Service is provided only where the existing and new locations are both served by the same wire center.

B. Rate Regulations

1. Customer Activity Charges as outlined in Section 5 of this tariff apply to establishing Temporary Dual Residence Service.
2. Temporary Dual Residence Service is provided at a charge of \$15.00 per month.

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6. Optional Services and Features (Cont'd) (T)

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6.12 Featurephone Access

MO. PUBLIC SERVICE COMM.

A. General

1. Featurephone is a proprietary desktop telephone instrument that is designed to operate in conjunction with the GTD-5 EAX digital switching system. This telephone instrument allows customers to have available a certain set of features by pushing a button on the telephone instrument.
2. Featurephone Access provides the central office software interconnection that allows the Featurephone instrument to work properly and provide the features desired to the customer.
3. Featurephone Access is only available in those wire centers served by a GTD-5 EAX digital switching system. The Company shall not be responsible to the customer for changes in the Company's facilities (including its digital switching systems) which will render the customer's Featurephones obsolete or inoperative. The Company makes no specific representation to the customer as to the length of time that Featurephone Access will be available.
4. If the Company plans to remove a GTD-5 EAX digital switching system and replace it with another digital switching system that will not be capable of providing Featurephone Access, the Company will give the customer reasonable notice of its plans for terminating Featurephone Access Service.

B. Rates

1. Customer Activity Charges as outlined in Section 5 of this tariff shall apply to the establishment of Featurephone Access Service. In addition, the Enhanced Multi-Line Service Charge - EMLS-B - Account Establishment shall also apply to the establishment of Featurephone Access Service.
2. The rate for Featurephone Access Service shall be charged on a monthly basis and shall be in addition to appropriate local exchange service charges for the line on which the Featurephone Access Service shall apply.

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Featurephone Access Service

\$14.00

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**OPTIONAL SERVICES AND FEATURES**

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6. Optional Services and Features (Cont'd)

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6.13 Remote Activation Feature

**MO. PUBLIC SERVICE COMM**

A. Description of service

1. This feature allows subscribers to call their home switch from a remote location in order to access and control features applicable to their home telephone.
2. The feature is accessed when the remote access directory number dedicated to this service is dialed. The remote access directory number is common to all subscribers whose home directory number is in the same NPA.
3. When the remote access directory number is dialed, the customer (caller) hears one or two cycles of ringing followed by announcement prompts. The customer enters the home directory number and security code. Upon entering the security code the operation is the same as if the feature were being accessed from the customer's home station.
4. Customers can receive calls to their home directory number by having the calls forwarded to a directory number at a remote location.

B. Rates and charges

	<u>MRC</u>	<u>NRC</u>
Remote Activation Feature, per line	\$ 1.00	\$ 5.00

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6. Optional Services and Features

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6.14 Simulated Facility Group (Virtual EMLS)

MO. PUBLIC SERVICE COMM

A. Description of service

1. Simulated Facility Groups (SFG) permit control over network usage by providing the capability to restrict the number of simultaneous calls for two independent instances:
  - (a) Terminating (incoming) calls with the basic business group from the public network.
  - (b) Originating (outgoing) calls within the basic business group to the public switched network.
2. The simulated facility group feature provides logical ( non physical) facilities to bridge a EMLS group to the public network in a manner similar to that of physical trunks bridging a PBX or key system to a CO.
3. Simulated facility groups can be provided over EMLS trunks and/or lines.
  - (a) EMLS trunks have direct access to the public switched network. The number of primary lines in a group determines the maximum number of connections at a given time to the switched network. If all EMLS trunks in a group are busy, access to and from service outside of the (simulated facility group) EMLS system will be denied.
  - (b) EMLS lines are used in conjunction with EMLS trunks to serve stations with a lower usage demand. EMLS lines provide station-to-station intra-system dialing and access EMLS trunks for dialing outside the EMLS system to connect to the public switched network. In the event all EMLS trunks are busy, EMLS lines may be used for station-to-station calling but will be denied access outside of the simulated facility group.

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6. Optional Services and Features

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6.14 Simulated Facility Group (Virtual EMLS) (Cont'd)

A. Description of service (Cont'd)

5. The number of EMLS lines associated with any given trunk will be determined by the customer with or without the assistance of a traffic study. (C)  
6. Other optional EMLS features are available for EMLS trunks and EMLS lines. These optional features can be found in section 6.2. (C)

B. Rates and charges

Rates for Simulated Facility Group will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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