

Consolidated Communications of Missouri Company  
d/b/a Consolidated Communications

Second Revised Adoption Notice (C)  
Cancels First Revised Adoption Notice

**GENERAL AND LOCAL EXCHANGE TARIFF**  
**ADOPTION NOTICE**

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Consolidated Communications of Missouri Company d/b/a Consolidated Communications hereby adopts, ratifies (C)  
and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules,  
regulations, notices and concurrences filed with the Public Service Commission, State of Missouri, by FairPoint  
Communications Missouri, Inc. d/b/a Consolidated Communications and its predecessors prior to January 1, 2019. (C)  
By this notice, Consolidated Communications of Missouri Company d/b/a Consolidated Communications also  
adopts and ratifies all supplements or amendments to any of the above tariffs, schedules, etc., which FairPoint  
Communications Missouri, Inc. d/b/a Consolidated Communications and its predecessors have heretofore filed with (C)  
said Commission.

Consolidated Communications of Missouri Company  
d/b/a Consolidated Communications

Third Revised Title Sheet 1 (C)  
Cancels Second Revised Title Sheet 1

GENERAL AND LOCAL EXCHANGE TARIFF

Schedule of Rates, Rules and Regulations  
Governing Telecommunications Services

Offered By:

Consolidated Communications of Missouri Company  
d/b/a Consolidated Communications

(C)

Applying to All of its Exchanges  
Within the State of Missouri

All references throughout this tariff to FairPoint Communications Missouri, Inc. d/b/a Consolidated Communications, “the Telephone Company”, or “the Company”, shall be read as Consolidated Communications of Missouri Company d/b/a Consolidated Communications.

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(C)

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(N)

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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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

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**MISSOURI  
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A. Application

1. General

- a. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Missouri by BPS Telephone Company, hereinafter referred to as the Company, subject to the jurisdiction of the Missouri Public Service Commission (MPSC).
- b. The regulations or conditions contained in the General and Local Exchange Tariff shall govern in the event of a conflict between these General Regulations and any conditions applicable to the General and Local Exchange Tariff.
- c. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.
- d. This tariff cancels and supersedes the following tariffs:

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RULES AND REGULATIONS

DEC 19 2000

A. Application

MISSOURI  
Public Service Commission

1. General

- a. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Missouri by Cass County Telephone Company, hereinafter referred to as the Company, subject to the jurisdiction of the Missouri Public Service Commission (MPSC).
- b. The regulations or conditions contained in the General and Local Exchange Tariff shall govern in the event of a conflict between these General Regulations and any conditions applicable to the General and Local Exchange Tariff.
- c. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.
- d. Exchange Listing

(M)

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The following exchanges comprise CASS COUNTY TELEPHONE  
PSC MO. NO. 1:

- Cleveland
- Creighton
- Drexel
- East Lynne
- Garden City
- Peculiar
- W. Cleveland
- W. Drexel

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## B. Obligation and Liability of the Company

## 1. Availability of Facilities and Equipment

- a. The Company's obligation to furnish local exchange and access service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.
- b. The installation and restoration of services shall be subject to the regulations set forth in this Tariff and the Company's Facilities for Intrastate Access Tariff, concerning the Telecommunications Service Priority (TSP) System.

## 2. Interruptions of Service

- a. In the event of an interruption to the service not due to the negligence or willful act of the customer or customer premises equipment, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Company.
- b. The allowance will be limited to the prorated portion of the monthly rate or guarantee for the service or portion thereof made inoperative. No other liability shall in any case attach to the Company in consideration of such interruptions.

## 3. Liability

- a. In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows:
  - 1) If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer or due to customer premises equipment, an allowance at the minimum rate for the telephone facilities and class of service at the time of the installation or interruption shall be made for the time such outage continues after notice and demand to the Company unless such outage is due to the inside wiring or customer provided equipment. No other liability shall in any case attach to the Company.

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## B. Obligation and Liability of the Company (Cont'd)

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## 3. Liability (Cont'd)

- b. In the case of interruption to any interexchange service (Private Lines, WATS, etc.), allowance for message toll service used by the customer during the period of interruption, will be made at the regular message toll rates.

## 4. Directory Errors and Omissions

- a. The Company's liability for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.
- b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

## 5. Transmitting Messages

- a. The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

## 6. Use of Connecting Company Lines

- a. When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the Connecting Company.

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B. Obligation and Liability of the Company (Cont'd)

7. Defacement of Premises

- a. The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

C. Use of Service and Facilities

1. Ownership and Use of Regulated Services

- a. Coin-operated, public, semi-public or pay telephone equipment, and wiring and facilities furnished by the Company to provide transmission service on the premises of a customer are the property of the Company. The agents and employees of the Company shall have the right to enter said premises at any reasonable hours for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.
- b. If the installation and maintenance of service are requested at locations which are or may become hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service, and, if such service is furnished may require the customer to install and maintain such services and may also require the customer to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

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## C. Use of Service and Facilities (Cont'd)

## 2. Use of Customer Service

- a. Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the customer, the customer's family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer transmission service or to permit such service to remain on premises of public or semi-public character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, transmission service may be installed, provided the instrument is so located that it is not accessible for public use.

## 3. Use of Party Line Service

- a. Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service, or to discontinue the service of the customer in question. The Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

## 4. Tampering with Equipment

- a. The Company may refuse to furnish or may deny transmission service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

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C. Use of Service and Facilities (Cont'd)

5. Use of Profane Language or Impersonation of Another

a. The Company may refuse to furnish or may deny transmission service to any persons, firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

6. Governmental Objections to Service

a. The Company may refuse to furnish or may discontinue transmission service to any person, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

7. Unlawful Use of Transmission Service

a. The Company may disconnect, without advance notice:

- 1) Any transmission service used in such a manner as to interfere unreasonably with other services, constitute abuse, fraud or tend to injuriously affect the efficiency of the Company's plant, property or service.
- 2) Any transmission service which is used with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user.

8. Connection of Automatic Dialing-Announcing Devices

a. The Company will not knowingly permit connection to or operation over the telephone network of an automated dialing-announcing device 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.

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C. Use of Service and Facilities (Cont'd)

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8. Connection of Automatic Dialing-Announcing Devices (Public)

b. 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.

D. Establishment and Furnishing of Service

1. Application for Service

a. Applications for initial or additional services made verbally or in writing become a contract upon the establishment of the service or facility.

b. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of contracts to the extent of such changes.

c. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for Basic Local Exchange Telecommunications Service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are indebted for previous Basic Local Telecommunications Service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

(N)  
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(N)

d. Requests from subscribers for additional service, equipment, etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

(N)  
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(N)

2. Telephone Numbers

a. The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the Company may change the telephone number or the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

3. Alterations
- a. The Company will be reimbursed for the costs associate requests for relocation or rearrangement of facilities located on his premises.
4. Payment for Service
- a. The customer is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these Rules and Regulations.
- b. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.
- c. Bill Payment Options
- Customers may pay their bill by using the following options:
- mailing the payment to the Company address on the remittance slip attached to the monthly invoice;
  - making a payment via the Company's website by either enrolling for recurring payments or making a one-time payment;
  - making on-line payments via the Customer's banking institution or other non- Company payment application or agent;
  - making a payment via the phone either through a live agent of the Company or via the Company's automated Interactive Voice Response (IVR) system
- When customers choose to make a payment via the phone either through a live agent of the Company or via the Company's automated IVR system, the customer will be charged a Convenience Fee charge of \$4.95 per transaction.
5. Maintenance and Repairs
- a. With the exception of customer premises equipment and inside wiring, all ordinary expense of maintenance and repair, unless otherwise specified in the Company's Tariff, is borne by the Company. In case of loss of, damage to, or destruction of, any of the Company's facilities, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to its original condition, except where such damage is not occasioned by- the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect or remove any facilities installed by the Company, except upon the written consent of the Company.
6. Unusual Installation Costs
- a. Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

## GENERAL AND LOCAL EXCHANGE TARIFF

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## D. Establishment and Furnishing of Service (Cont'd)

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## 7. Furnishing Party Line Services

- a. Two- and four-party service within the established local base rate area, when offered, is furnished at any location where there is a vacancy on an existing line or, when there is no vacancy, a new line will be opened up when there is, in the opinion of the Company an opportunity to connect additional customers in nearby locations to that line within a reasonable time. In some exchanges this service is restricted to existing customers and will not be offered to other customers.
- b. Four-party service beyond the established local base rate area, when offered, will be furnished only when, in the opinion of the Company, there is sufficient demand for such service to assure a reasonable fill of the lines and where such demand is concentrated within a reasonable area.
- c. Two-party service beyond the established local base rate area is also furnished at certain exchanges and in those exchanges the same rules and regulations apply as set out for four-party service above.

## 8. Furnishing of Announcement, Answering and Recording Services

- a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
  - 1) For purposes of identification, customers to transmission 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.
  - 2) Customers transmitting factual public announcements, such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.

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D. Establishment and Furnishing of Service (Cont'd)

8. Furnishing of Announcement, Answering and Recording Services (Cont'd)

a. (Cont'd)

- 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.

9. Inside Station Wiring - New or Existing

- a. The Company is no longer required to provide, lease, install, maintain or repair new inside station wiring or maintain or repair existing inside station wiring.
- b. The Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at the demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.
- c. The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of new inside station wiring and the maintenance of existing inside station wiring by telephone contact, personal contact or printed material, upon request.

10. Riser Cable Inside Building

- a. Cable entering a building but serving more than one individual customer within that building shall not constitute existing inside station wiring. This cable shall constitute distribution cable.
- b. Where the Company has existing cable between two or more buildings on the same premises, the cable shall constitute outside plant. An individual customer may, however, without limitation, provide cable between two or more buildings on the same premises.

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F. Priority of Service

1. In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of network transmission service takes precedence in the furnishing of any service or facility.

G. Foreign Central office Service

1. Foreign central office service is exchange service furnished to a customer in a multioffice exchange, from a central office other than the one which serves the area in which he is located.

## GENERAL AND LOCAL EXCHANGE TARIFF

**RECEIVED**RULES AND REGULATIONS

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## G. Foreign Central Office Service (Cont'd)

**MISSOURI  
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2. Such service is not in accordance with the general plan of furnishing transmission service, and will be furnished only if facilities are available and when such service is warranted by the extenuating circumstances involved. The Company does not obligate itself to furnish this service, particularly when it involves undue expense or impairment of the service furnished the general public.
3. Mileage rates as quoted in this Tariff will be applied if Foreign Central Office Service is provided.

## H. Customer Premises Equipment (CPE)

1. Customer premises equipment is all terminal equipment normally used on the customer's premises and owned by the customer; or owned by the Company or some other supplier and leased to the customer; including the terminal equipment located or held in inventory on the customer's premises. Coin and coinless-operated public, semi-public, or pay telephone equipment is excluded.
  - a. CPE is no longer offered as a regulated part of this Company's tariffs; however, this does not give the customer the right to repair or maintain CPE owned by the Company without the Company's consent.
2. The Company shall allow customers to secure the provision, repair, and maintenance of CPE from any supplier provided that such equipment shall be in compliance with applicable registration standards promulgated by the Federal Communications Commission.
  - a. The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of CPE by telephone contact, personal contact, or printed material, upon request.
3. Service requirements for connection of CPE to multi-party central office access lines:
  - a. Customers on multi-party central office access lines are required to contact the Company before connecting terminal equipment to their line to ascertain the correct ringer frequency and any other information necessary to insure that service to the other customer(s) on the line will not be interrupted.

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I. Fees or Taxes to be Billed to Customers

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

MISSOURI  
Public Service Commission

J. Application of Business and Residence Rates

- 1. Business rates apply at the following locations:
  - a. In offices, stores, factories, and all other places of a strictly business nature.
  - b. In boarding houses, except as noted in this Section, offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
  - c. At residence locations when the customer has no regular business central office access line and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence central office access line service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

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Peculiar, Missouri

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RULES AND REGULATIONS

**MISSOURI  
Public Service Commission**

J. Application of Business and Residence Rates (Cont'd)

1. (Cont'd)

- d. Where the place of business and the residence of a customer are on the same premises and no transmission service is installed in the place of business, the business rate shall be charged for the central office access line installed in the residence.
- e. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.
- f. In college fraternity and sorority houses.
- g. At any location where the listing of service at that location indicates a business, trade or profession, except as specified in this Section.

2. Residence rates apply at the following locations:

- a. In private residences where business listings are not provided.
- b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence.

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K. Establishment and Maintenance of Credit

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1. Establishment of Credit

a. The Company is not obligated to establish or furnish service to any individual or firm that owes for Basic Local Telecommunications Service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. (C)

b. In order to insure the payment of all charges due for service, the Company may require a deposit or guarantee as a condition of service if the prospective customer: (C)

1) Is unable to establish a record of a previous service account with a telephone utility for a period of at least twelve (12) months for which undisputed Basic Local Telecommunications charges were satisfactorily paid, or (C)

2) Is unable to establish a credit rating by meeting two of the following credit criteria: (C)

- a) Home ownership, excluding mobile home
- b) Existence of a checking account, regardless of age
- c) Existence of a savings account, regardless of age
- d) Motor vehicle ownership
- e) Full time employment more than two years with current employer
- f) Possession of a local charge card
- g) Possession of a major or national charge card

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RULES AND REGULATIONS

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K. Establishment and Maintenance of Credit (Cont'd)

DEC 19 2000

1. Establishment of Credit (Cont'd)

MISSOURI  
Public Service Commission

b. (Cont'd)

2) (Cont'd)

h) Possession of a major oil company credit card

i) An existing loan from a financial institution not considered delinquent by the creditor.

Note: b.2) shall only be applied if the prospective customer would otherwise be required to post a deposit or guarantee under b.1).

3) As a condition of continued service, the Company may require a cash deposit or guarantee if undisputed charges in two (2) out of the last twelve (12) billing periods become delinquent.

(C)  
|  
(C)

4) A deposit or guarantee may be required if a customer has had service discontinued for nonpayment of undisputed service delinquent charges at any time during the preceding twelve (12) billing periods.

c. No deposit or guarantee or additional deposit or guarantee will be required because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, condition of physical handicap, or geographical area of residence.

d. In lieu of a deposit a guarantee may be accepted. The limit of the guarantee will not exceed the amount of cash deposit required.

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RULES AND REGULATIONS

DEC 19 2000

K. Establishment and Maintenance of Credit (Cont'd)

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2. Terms of Deposits

- a. Deposits will not exceed the estimated charges for two (2) months service based on the average bill during the preceding twelve (12) months, or in the case of new applicants for service, the average monthly bill for all customers within a customer class, i.e., residence accounts.
- b. 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* on the last business day of September of each year. This rate shall be adjusted annually on December 1. The interest shall be credited annually or paid upon the return of the deposit whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer. (C)
- c. Upon discontinuance or termination of service, the deposit will be credited, with accrued interest, to the charges stated on the final bill and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- d. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released, or deposits with accrued interest will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date which the charge becomes delinquent provided it is not in dispute. The Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.
- e. The Company will maintain records of all pertinent information with regard to each deposit held.
- f. Each customer posting a deposit shall receive in writing at the time of posting or within ten (10) days a receipt which contains information pertinent to that deposit. Any person entitled to a refund of a deposit will not be deprived of that refund even though they may not be able to produce the deposit receipt.
- g. A service deposit will not be required for Lifeline Service, if the qualifying low-income customer voluntarily elects toll blocking, where available. If toll blocking is unavailable, a service deposit may be charged pursuant to 4 CSR 240-33.050.

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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

K. Establishment and Maintenance of Credit (Cont'd)

3. Responsibility for Payment

- a. The fact that a deposit has been made shall in no way relieve the customer or applicant from complying with the Company's regulation as to advance payments and payment for service, nor constitute a waiver or modification of the regulations pertaining to the discontinuance of service for nonpayment of any Basic Local Telecommunications charges due the company for service rendered. The company may discontinue service to any customer failing to pay undisputed Basic Local Telecommunications delinquent charges without regard to the fact that such customer has made a deposit with the Company to secure payment of such charges or has furnished the Company with a guarantee in writing of such charges.

4. Discontinuance of Service for Failure to Establish Credit

- a. During normal business hours, service may be discontinued for failure to establish credit, as authorized in this Tariff, after written notice by first class mail has been sent or delivered to the customer, at least ten (10) days prior to the date of the proposed discontinuance.

5. Service Restoral Charge

- a. Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company (Refer to Section 5, Service Charges).

6. Retention of Uncollectible Records

- a. The Company retains uncollectible records for a period of seven (7) years.

L. Initial Contract Periods

1. Unless otherwise specified herein or elsewhere in the Company's Tariffs, the initial (or minimum) contract period is one month from the date service is established and the minimum charge is the established rate for one month.
2. The length of contract period for directory listings where the listings have been published, is the directory period. The directory period is from the day on which the directory is published to the day the succeeding directory is published.

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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

**MISSOURI  
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L. Initial Contract Periods (Cont'd)

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

M. Termination of Service

- 1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - a. If the initial contract period is one month, charges are due for the balance of the month in which the service is terminated.
  - b. If a directory listing has been published, charges are due to the end of the directory period with the following exceptions:
    - 1) The contract for the main service is terminated.
    - 2) The listed party moves to a new location.
    - 3) The listed party dies.

For these exceptions, charges apply to the date of termination.

- c. For special facilities, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
- 2. Contracts for periods of longer than one month, covering service whose installation required line extension, may be terminated upon payment of all charges that would accrue to the end of the contract period or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following the termination by the original customer. The new customer will be bound under the terms of the contract for the unexpired portion of the contract.

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RULES AND REGULATIONS

M. Termination of Service (Cont'd)

- 3. 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.

N. Payment for Services and Facilities

- 1. The customer shall pay for services and facilities including any FCC- approved end user charge monthly in advance, and shall pay for state or interstate long distance service charges billed by Cass County Telephone, and service charges when billed.
- 2. All bills for local, toll, or miscellaneous services are due when rendered and are payable at the office of the Company, or an authorized collection agency. After rendition of a bill, residence customers shall have twenty-one (21) days and business customers shall have fifteen (15) days to pay the charges stated.
- 3. In the event of failure by the customer, or those responsible to pay any undisputed charges for Basic Local Telecommunications Service, the Company may discontinue service upon proper notice to the customer. Written notice by first-class mail shall be served on the customer at least ten (10) days prior to discontinuance. Reasonable efforts must then be made at least twenty-four (24) hours preceding discontinuance. Reasonable efforts include either a written notice in addition to first written notice, a door hanger, or at least one (1) call attempt to the customer. Service need not be restored unless or until all undisputed amounts due at the end of the day of payment are paid in full, including the restoration of service charges or satisfactory arrangements made therefore.
- 4. The regular restoral of service charge will be made for reconnecting services that have been discontinued for nonpayment of Basic Local Telecommunications Charges due. No allowance will be made for loss of service during the period service is disconnected for nonpayment if payment is made and service connected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate service, it may, at the option of the Telephone Company, be reestablished only on the basis of a new application.

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RULES AND REGULATIONS

N. Payment for Services and Facilities (cont'd)

4. Late Payment Charge

- (C)
- a. A late payment charge of 1.5% per month will be charged to customer accounts with an unpaid balance 21 or more days past due to compensate the Company for the additional administrative expense associated with these accounts.
  5. When the service of a customer has been denied in accordance with the preceding Section N.3, but the service has not been terminated or the order to remove the service has not been completed, if such service is restored, a restoral of service charge as quoted in this tariff, will be made. In addition to the restoral of service charge, the customer will be required to pay, or make satisfactory arrangements to pay, all service charges up to the time of restoral of service.
  6. Subsequent to the completion of an order to terminate the service, it may be reestablished only on the basis of a new service application.

O. Discontinuance of Service

1. Service may be discontinued for any of the following reasons:
  - a. Non-payment of an undisputed basic local telecommunications delinquent charge.
  - b. Failure to post a required deposit or guarantee.
  - c. Unauthorized use of the Company's service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such facilities.
  - d. Failure to comply with the terms of a settlement agreement.
  - e. Refusal, after reasonable notice, to permit inspection, maintenance or replacement of the Company's facilities.
  - f. Material misrepresentation of identity in obtaining telephone utility service.
  - g. As provided by state or federal law.
2. A written notice shall be sent by fist class mail ten (10) days prior to the date of the proposed discontinuance of service.
3. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service shall not be discontinued on a day when the offices of the Company are not open to facilitate reconnection, or on any day immediately preceding such day. Basic local telecommunications service shall not be discontinued for non-payment of a delinquent charge until ten (10) days after a charge has become delinquent.

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Sr. Vice President – Governmental Affairs  
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CASS COUNTY TELEPHONE

PSC MO. NO. 1

DEC 19 2000

Section 2

1<sup>st</sup> Revised Sheet 25  
Cancels Original Sheet 25

GENERAL AND MISSOURI EXCHANGE TARIFF  
**Public Service Commission**

RULES AND REGULATIONS

0. Discontinuance of Service (Continued)

- 4. The Company shall make reasonable efforts to contact the customer via telephone at least twenty-four (24) hours preceding a discontinuance of Basic Local Telecommunications Service. The Company will advise the customer of the proposed discontinuance and what action must be taken to avoid it.
- 5. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency 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 person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity.
- 6. Basic Local Telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than Basic Local Telecommunications services.
- 7. Global toll blocking may be placed on a customer's line and any optional, non-basic calling features and functions eliminated for customer nonpayment of delinquent charges for other than Basic Local Telecommunications Service.

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RULES AND REGULATIONS

DEC 19 2000

P. Construction, Installation and Maintenance Charges

MISSOURI  
Public Service Commission

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1. General

a. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service charges and monthly rates, when, because of the sporadic or occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Company, for example:

- 1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area, or if the facilities are provided on a temporary basis.
- 2) Conditions require the provision of special facilities or unusual methods of plant construction, installation, or maintenance.
- 3) The customer's location requires the use of costly private right-of-way.

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RULES AND REGULATIONS

DEC 19 2000

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P. Construction, Installation and Maintenance Charges (Cont'd)

MISSOURI  
Public Service Commission

1. General (Cont'd)

- b. Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- c. Construction charges will include materials, contract services, and loaded labor. The customer is required to bear unusual maintenance costs for special construction.
  - 1) Overhead loading of labor is calculated with a composite allocation factor that is based on plant, construction, and engineering personnel salaries and expenses; supervision, pension expense, insurance, unemployment and social security taxes. This factor is developed annually by determining the relationship of the above expenses to the total payroll base. It is applied to expenses for construction, removals, plant and central office maintenance.
- d. The company will provide an estimate of actual charges to the customer prior to the start of construction.
- e. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Company for such attachments are borne by the customer.
- f. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Company.
- g. Construction charges will not apply to the customer's station installation which includes the aerial drop which extends from the last pole to the demarcation point.

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CASS COUNTY TELEPHONE

PSC MO. NO. 1

Section 2

DEC 19 2000

1<sup>st</sup> Revised Sheet 28

Cancels Original Sheet 28

GENERAL AND LOCAL EXCHANGE TARIFF

MISSOURI  
Public Service Commission

RULES AND REGULATIONS

P. Construction, Installation and Maintenance Charges (Cont'd)

(m)

2. Installation of Facilities Within Subdivisions Shall Be Installed Underground

a. The following definitions are used with regard to facilities constructed and owned by the Company in subdivisions:

- 1) Applicant - The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.
- 2) Building - A single structure roofed and enclosed with exterior walls, built for permanent use, erected, frames of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile homes).
- 3) Subdivision - A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.

b. The Company upon receipt of the applicant's proper application will install underground facilities with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground facilities will be at no charge except where a charge is permitted in this Section of the Tariff.

c. Rights-of-Way and Easements

- 1) Within the applicant's subdivision, the Company will construct, own, operate, and maintain underground facilities only along public streets, roads, and highways which the Company has the legal right to occupy, and on public land and private property across which rights-of-way and easements satisfactory to the Company may be obtained without cost or need for condemnation by the Company.

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RULES AND REGULATIONS

P. Construction, Installation and Maintenance Charges (Cont'd) DEC 19 2000

2. Installation of Facilities Within Subdivisions Shall be Installed Underground (Cont'd)

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Public Service Commission

c. Rights-of-Way and Easements (Cont'd)

2) Rights-of-way and easements, within the subdivision, satisfactory to the Company, must be provided by the applicant in reasonable time to meet construction and service requirements before the Company shall be required to commence its installation. Such rights-of-way and easements must, by the applicant, at no charge to the Company, be cleared of trees, tree stumps, and other obstructions and be graded to within six inches of final grade. Such clearance and grading must be maintained by the applicant during construction by the Company.

d. Advances by the Applicant

- 1) Where, due to the manner in which a subdivision is developed, the Company is required to construct an underground distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Company may require a reasonable advancement for the construction from the applicant before construction is commenced, to guarantee performance.
- 2) Where the subdivision is developed in a uniform manner so that the Company may restrict the construction of its underground telephone distribution system to a section or sections in which buildings or multiple-occupancy buildings are being constructed, the Company may not require an advance.
- 3) If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.
- 4) Any portion of an advance remaining unrefunded ten years from the date the Company is first ready to render service with the extension will be retained by the Company and credited to the appropriate construction account.

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p. Construction, Installation and Maintenance Charges (Cont'd)

2. Installation of Facilities Within Subdivisions Shall Be Installed  
Underground (Cont'd)

MISSOURI  
Public Service Commission

(m)

e. Temporary Facilities

- 1) Temporary facilities may be installed to provide service, when necessary, for a maximum period of one year.
- 2) When it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Company may require the applicant to pay the estimated nonrecoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Company.

f. Special Conditions

- 1) In circumstances, where the application of these rules appears impracticable or unjust to the applicant or the Company, or discriminatory to other customers, e.g., difficult rock conditions, the Company or applicant shall refer the matter to the Missouri Public Service Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.

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RULES AND REGULATIONS

DEC 19 2000

P. Construction, Installation and Maintenance Charges (Cont'd)

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Public Service Commission

3. Special Type of Construction

a. When underground service connections are desired by customers as initial installation in places where aerial drop wires would ordinarily be used to reach the customers' premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

- 1) Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition, the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company.
- 2) The duct or ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use.
- 3) Where conductors are laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the conductors, including the cost of installing, less the estimated cost to the Company of installing such aerial facilities as would be (or is) required to furnish the same service.

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P. Construction, Installation and Maintenance Charges (Cont'd)

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3. Special Type of Construction (Cont'd)

a. (Cont'd)

- 4) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit not so inspected and approved, or repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- 5) Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

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Q. Disputes by Residential Customers

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- 1. 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 normal business hours. A dispute must be registered with the Company prior to the delinquent date of the charge for a customer to avoid discontinuance of service as provided by this tariff.
- 2. 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 inquiry promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- 3. 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.
- 4. 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 amount not in dispute shall be mutually determined by the parties. 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 to a customer for nonpayment of charges in dispute while that dispute is pending.
  - i. 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 percent (50%) 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.
  - ii. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that 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 a continuance of service and the Company may then proceed to discontinue service as provided in this tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

DEC 19 2000

RULES AND REGULATIONS

MISSOURI  
Public Service Commission

R. Business Services

- a. Business Services are those services, which are described in the General and Local Exchange Service Tariff of Cass County Telephone Company. The Company offers these services to business customers in accordance with the rules and regulations specified in the General and Local Exchange Tariff of Cass County Telephone Company and approved by the Missouri Public Service Commission. The Business rules and regulations concur with the residential rules and regulations provided in the previous sections except that settlement agreements will only be offered to business accounts at the Company's discretion.
- b. The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

(N)

(N)

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JAN 25 2001

MISSOURI  
Public Service Commission

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Issued by:  
Kenneth Matzdorff  
President  
Peculiar, Missouri

JAN 25 2001

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GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

Access Line - The termination of a central office line on a customer's premises, usually at a protector.

Acoustical Connection - A connecting arrangement without electrical connections that permits transmission of sound between a telephone instrument and customer-provided equipment.

Additional Listing - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which he is entitled in connection with his regular service.

Application - A request made orally or in writing for telephone service.

Authorized User - A person, firm or corporation (other than the customer) on whose premises a telephone, PBX or private-line service or channel is located and who may communicate over such channels in accordance with the terms of the Tariff.

Base Rate - A rate for urban grades of exchange service available to customers located within a Base Rate Area.

Base Rate Area - That portion of an exchange area surrounding and including the Central Office or offices or exchange rate center, within which urban classes of exchange service are offered.

Basic Local Telecommunications Service - Two-way switched voice service within a W local calling scope as determined by the commission comprised of any of the following services and their recurring and nonrecurring charges:

- (a) Multiparty, single line, including installation, touchtone dialing, and applicable mileage or zone charges;
- (b) Assistance programs for installation of, or access to, basic local telecommunications services for qualifying economically disadvantaged or disabled customers or both, including, but not limited to, lifeline services and dual party relay service for the hearing impaired and speech impaired;
- (c) Access to local emergency services including, but not limited to, 911 service established by local authorities;
- (d) Access to basic local operator services;
- (e) Access to basic local directory assistance;
- (f) Standard intercept service;
- (g) Equal access to interexchange carriers consistent with rules and regulations of the Federal Communications Commission;
- (h) One standard white pages directory listing.

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MISSOURI GENERAL AND LOCAL EXCHANGE TARIFF

Public Service Commission

DEFINITIONS

Business Service - Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature. (m)

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line - A circuit directly connecting an individual or party-line main station, PBX switchboard, or an intercommunicating system with a central office. (m)

Channel - A path for communication between two or more stations, or central offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof, and whether or not by a single physical facility or route.

Circuit - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

Class of Service - The various categories of service generally available to the customer such as business, residence, public or semipublic service.

Communications System - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or company stations.

Company - Cass County Telephone

Connecting Company - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

Connector - See "Switch".

Connection Charge - See "Service Charge".

Construction Charge - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the Exchange Tariffs.

Continuous Property - The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

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Public Service Commission

DEFINITIONS

Contract - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariffs.

Cost - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

Customer - Any individual that accepts financial and other responsibilities in exchange for telecommunications service.

(c)  
(c)

Customer Owned Pay Telephone Service - Customer provided, customer owned coin or non-coin operated telephones at locations accessible to the public, e.g., store, business places, including boarding or rooming houses, employee lounges and school or college buildings, where desired by the owner.

Customer-Provided Equipment - Devices, apparatus, and/or associated wiring provided by a customer.

Customer Provision - Customer purchase or lease of customer-provided equipment from the Company or from any other supplier.

Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

Delinquent Account- An account which has undisputed charges that are not paid in full by the due date.

(n)  
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Demarcation Point - The point of connection, provided and maintained by the telephone utility, to which the telephone utility-owned existing inside station wiring or customer-provided new inside 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 and block, including the protector, will continue to be provided by and remain the property of the telephone utility.

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Peculiar, Missouri

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DEFINITIONS**MISSOURI  
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Dial Switching Equipment - A unit of electromechanical or electronic switching equipment used in a central office or in connection with a PBX system.

Direct Electrical Connection - The physical connection of the electrical conductors in the communications path.

Directory Listing - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

Disconnect Notice - The written notice sent to a customer following billing notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

Drop Wire - That portion of a circuit between the pole line or cable distributing box and the point of demarcation on or at the building in which the station or switchboard is located.

Due Notice - See "Disconnect Notice".

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "exchange area," which usually embraces a city, town or village and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

Exchange Area - The territory served by an exchange.

Exchange Line - Any circuit connecting an exchange station with a central office.

Exchange Service - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Tariffs. Exchange facilities are used to establish and maintain connection between an exchange and the other telephone plant and facilities in connection with long-distance calls or Extended Area Service calls.

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President  
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GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

**MISSOURI  
Public Service Commission**

Exchange Station - A station connected with a central office of the Company over its own lines.

Extended Area Service - Interexchange telephone service furnished at a flat rate between two or more exchange areas.

Extra Listing - See "Additional Listing".

Foreign Attachment - Equipment or facilities not owned or furnished by the Company which are attached or connected to, and used with, exchange telephone service.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Equipment - See "Foreign Attachment".

Foreign Exchange Line Mileage - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

Foreign Exchange Service - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

Grade of Service - The term used in describing exchange service with respect to the number of parties served on a telephone line.

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President  
Peculiar, Missouri

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DEFINITIONS

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Harm - Harm consists of hazards to personnel, damage to Company equipment, or impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

Individual Line - An exchange line designed for the connection of a telephone set.

Inductive Connection - Electromagnetic coupling between customer-provided equipment and Company equipment by means of mutual inductance between an inductor in the company equipment and a customer-provided inductor external to the Company equipment.

Initial Service Period - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Installation Charge - A nonrecurring charge made at the time of installation of communications service or equipment, which applies in addition to service charges and other applicable charges for service or equipment unless specifically excepted.

Intercommunicating System - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

Interconnection - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

Limited Service - Service which is limited to existing service at existing locations.

Line Construction Charges - The charges applied for additions to existing central office line facilities outside a Base Rate Area to provide service to business or residence customers.

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Peculiar, Missouri

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## GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

Line Extension - A circuit extending from a main terminal to a secondary terminal such as a line from a PBX switchboard to a telephone set or to a key. **MISSOURI Public Service Commission**

Line Extension Mileage - The charges made for off-premises circuit extending from the main terminal.

Line Finder - See "Switch".

Local Calling Scope (LCS) - A combined Area in which interexchange telephone service is furnished at a flat rate between two or more exchange areas. See Extended Area Service.

Local Channel - That portion of a channel which connects a station to an interexchange channel or channel connecting two or more stations within an exchange area.

Local Exchange Service - Telephone communications within a local service area in accordance with the provisions of the Company's tariffs.

Local Message - A completed communication between customers' stations located within the same exchange area or local service area.

Local Calling Service Area - The area throughout which communication service is rendered to a customer or users without the application of toll charges.

Long Distance Message - See "Toll Message".

Long Distance Service - That part of the total telephone service provided by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Main Terminal - The termination of a central office line on a customer's premises, usually at a protector.

Message - A completed customer call.

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President  
Peculiar, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

JAN 15 1997

DEFINITIONS

MISSOURI  
Public Service Commission

Mileage - The measurement upon which charges are computed for foreign exchange, extension and private lines.

Minimum Contract Period - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Mobile Telephone Service - A communication service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

Multiparty Line - A single central office circuit furnishing exchange service to a number of main terminals outside of the Base Rate Area.

Network Access Point - A connector, outlet, or wiring termination on a customer's premises which affords connection to the network services of the Company.

Network Control Signaling Unit - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

Network Interface Device (NID) - A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

(N)  
|  
(N)

Nonrecurring Charge - A one-time charge associated with a specific item of equipment. This charge applies to installation and to subsequent modification.

Notice - See "Disconnect Notice".

NRC - See "Nonrecurring Charge" or "Service Charge".

Party Line - An exchange line designed for the connection of more than one line termination with the central office. (See also "Multiparty Line.")

Point of Demarcation - See "Demarcation Point".

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GENERAL AND LOCAL EXCHANGE TARIFF

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Public Service Commission DEFINITIONS

Premises - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Private Branch Exchange System - A "Private Branch Exchange", or "Private Branch Exchange System", is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer's premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Company and for toll service.

Private Line - A circuit provided to furnish communication between two or more telephones directly connected to it. Such terminals do not have access to the general exchange and interexchange networks.

Qualifying Low-Income Customer - A qualifying low-income customer is one who participates in one of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or Low-Income Home Energy Assistance Program.

Registered Terminal Equipment - Equipment registered in accordance with FCC regulations which may be connected to access services of the Company.

Rendition of a bill - The date a bill is mailed, posted electronically or otherwise sent to a customer

(N)

Residence Service - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

Rural Service - A type of multi-party central office access line service furnished to customers in certain sections outside the Base Rate Area but within the exchange area. This service provides for a number of customers to be served by the same central office line.

Selector - See "Switch".

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President  
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GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

Service Charge - The nonrecurring charge a customer is required to pay for establishing telephone service or subsequent modification of that service. MISSOURI Public Service Commission

Station - Specific identifying number associated with a location on a communications system.

Subscriber - See "Customer".

Suburban Area - The territory surrounding the Base Rate Area in which suburban and rural services are furnished and in which urban classes of service are furnished at established rates.

Supplemental Facilities or Services - Services or facilities other than primary service.

Switch - A unit of dial switching equipment which provides interconnection between station lines or trunks.

Tariff - The schedule of rates and charges, rules and regulations adopted and filed by the Company and approved by the Missouri Public Service Commission.

Telecommunications Service Priority (TSP) System

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

Regulations, rates and charges for TSP System Service are set forth in the Telephone Company's Tariff Facilities for Intrastate Access.

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President  
Peculiar, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

NOV 19 1997

Telephone Company - See "Company".

Telephone Set - A telephone instrument consisting of a transmitter, receiver and associated apparatus connected to permit transmission and receipt of telephone messages.

Terminal Equipment - Equipment at the terminal of a communication circuit.

Terminal Equipment Accessories - Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which when connected to the telecommunications system of the Company are connected electrically, acoustically or inductively.

Termination Charge - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

Toll Blocking - Toll blocking is a service that lets customers elect not to allow the completion of outgoing toll calls, excluding 8XX IN-WATS calls, from their access line. (N)

Toll Service - Toll service (long distance service) is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff. (N)

Trunk Line - A circuit over which customers' messages are sent between two central offices or between a central office and a PBX system.

Underground Service Connection - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

Wide Area Telecommunications Service (WATS) - The furnishing of inward or outward switched telephone communications service between a wide area service line and specified service areas.

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President  
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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

General (T)

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

Conditions (T)

- A. Service Upgrades (T)

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

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

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

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

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

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Taxes (T)

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

Rate Grouping (T)

- A. Schedule "A"
  1. Exchanges are placed in rate groups according to specific central office access line parameters on the basis of the number of lines accessible in the exchange area. The number of central office access lines to which the exchange area has extended area service is not taken into consideration for rate grouping. (T)
- B. The number of central office access lines in an exchange service area will include all classes and grades of service listed in the Local Exchange Service Tariffs and also all access lines associated with the following: (T)

Semi-Public Service  
Public Telephone Service  
Centrex Service  
Customer Owned Pay Telephone Service  
Employee Telephone Service  
FX (Dial Tone End) Service  
Mobile Telephone Units

- C. When the number of central office access lines in an exchange service area increases or decreases by growth or loss of central office access lines so that the number of central office access lines in the local calling area exceeds the maximum central office access line number or falls below the minimum central office access line number by as many as 10 stations, the Rate Group in which the exchange is placed and such central office access line count position continues for four (4) consecutive months, then the exchange thus affected will be moved to the appropriate Rate Group after compliance with the procedure set forth in paragraph 4. below. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

- Rate Grouping (Cont'd) (T)
- D. When an exchange area is to be moved from one Rate Group to another in accordance with the circumstances stated in paragraph 3. above, the change will be effected by: (T)
1. Notice of the change by publication in a newspaper in general circulation in the area and/or by personal or written notice to city officials and to officers of Chambers of Commerce or other similar organizations of the communities involved. (T)
  2. Notice of the change by letter to the Missouri Public Service Commission, explaining the changes to be made, together with an attachment showing complete information as to the exchange or exchanges affected and revised tariff sheets. (T)
  3. The new local service rates as set forth in the revised tariff sheets referred to in b. above will be made effective on the first billing date after acceptance of the filing by the Missouri Public Service Commission. (T)
- E. Specific classes and grades of service available in each exchange is governed by the Local Exchange Service Offerings sheets. (T)

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Schedules of Local Exchange Monthly Rates (T)

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

1. Schedule "All includes exchanges in which the minimum classes and grades of service offered are: (T)

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

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

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

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

- Extended Area Service (EAS) (C)
- A. In exchanges which have Extended Area Service, additive rates are applicable. EAS additive rates are in addition to the Local Exchange Monthly Rate Group Rates and are quoted on the Exchange Listings sheets, where applicable. (T)
- B. Discontinuance of EAS (T)
- The Company will discontinue service from specific EAS routes between exchanges as a result of a survey as set forth following: (T)
1. Company has received petition or petitions representing at least 20% of the customers from one of the affected exchanges or at least 1.0% of the customers in each of the affected exchanges, requesting that the Company conduct a survey to determine whether EAS should be discontinued. (T)
- If prior surveys have been conducted in the affected exchanges, at least two years shall have elapsed since the last survey before an additional survey is initiated.
2. A minimum of 50% of the combined total customers in the affected exchanges must vote. Then, at least two thirds (66 2/3%) of the combined total customers in the affected exchanges voting, must vote to discontinue such service. (T)
3. The survey cards will be returned by the customers to the Secretary of the Public Service Commission for validation and tabulation. The Missouri Public Service Commission will advise the Company of the survey results and, if the appropriate requirements are met, the company will then discontinue such service, together with the appropriate EAS Rate Component, as soon as is practicable. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Local Exchange Listings

(T)

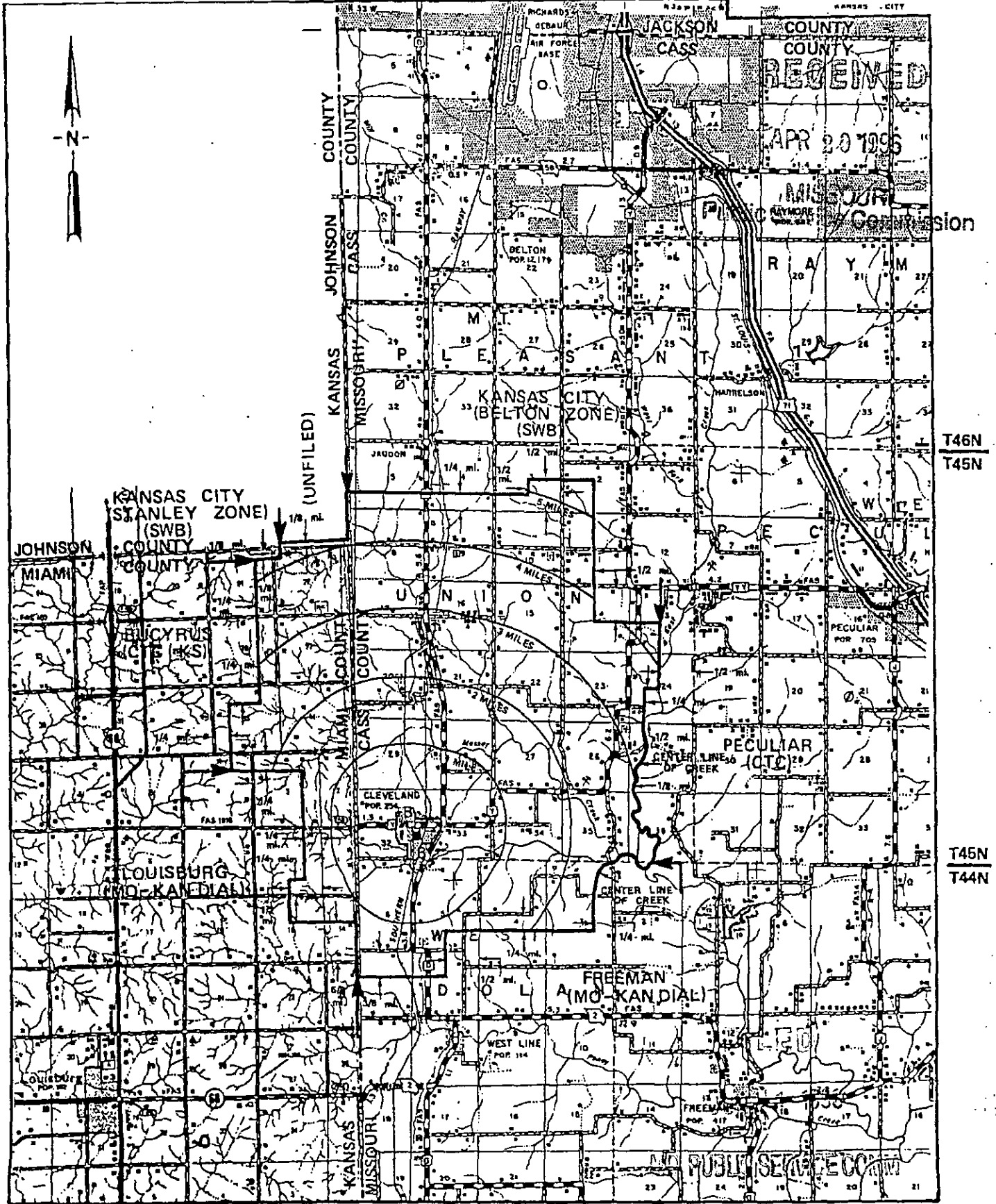
A. Exchange Listings (Includes EAS Points, EAS Rate Component, Rate Schedule and Rate Group)

(T)

<u>Exchange Name</u>	<u>EAS Points</u>	<u>EAS Rate Component</u>		<u>Rate Sch./Group</u>
		<u>Bus.</u>	<u>Res.</u>	
Cleveland	-	-	-	A-1
Drexel	-	-	-	A-1
East Lynne	-	-	-	A-1
Garden City	-	-	-	A-2
Peculiar	-	-	-	A-2

CLEVELAND EXCHANGE  
CASS COUNTY, MISSOURI &  
MIAMI COUNTY, KANSAS  
EXCHANGE AREA MAP

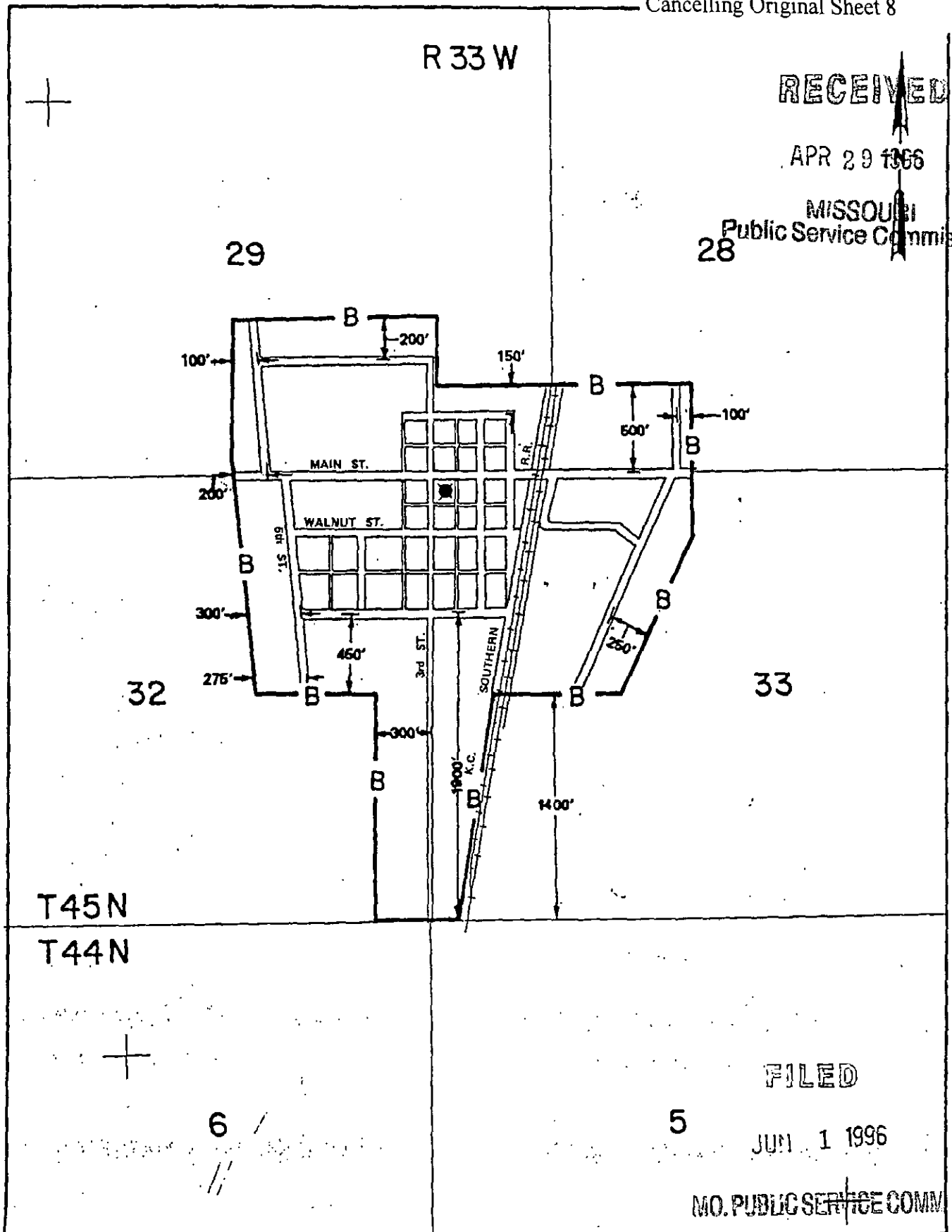
PSC Mo. No. 1  
Section 4  
1st Revised Sheet 7  
Cancelling Original Sheet 7



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Kenneth M. Matzdorff  
President  
Peculiar, MO

Effective: June 1, 1996



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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

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AUG 20 1999

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President  
Peculiar, Missouri

GENERAL AND LOCAL EXCHANGE TARIFF

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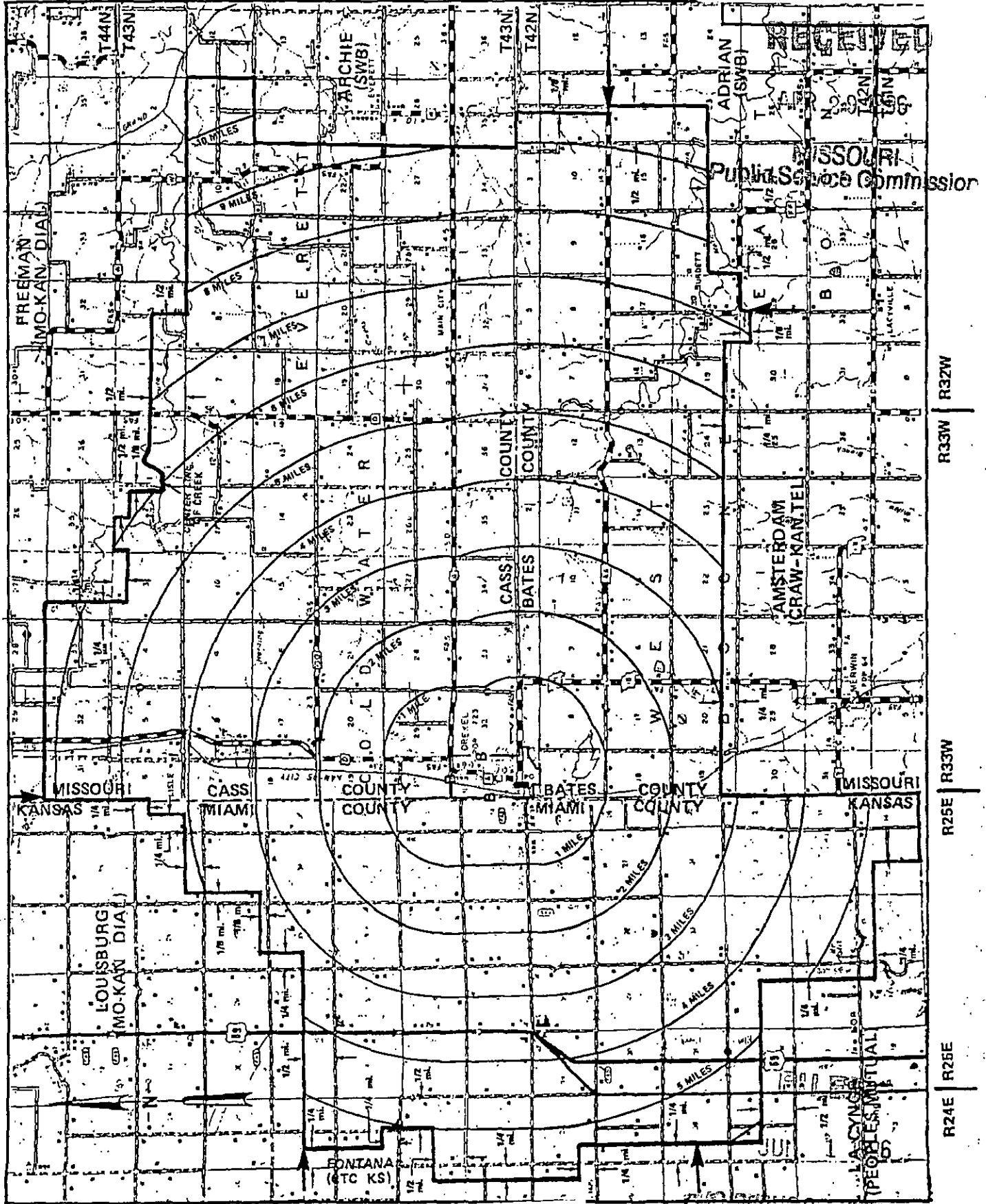
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AUG 20 1999

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President  
Peculiar, Missouri

DREXEL EXCHANGE  
CASS & BATES COUNTIES, MISSOURI  
& MIAMI COUNTY, KANSAS  
EXCHANGE AREA MAP



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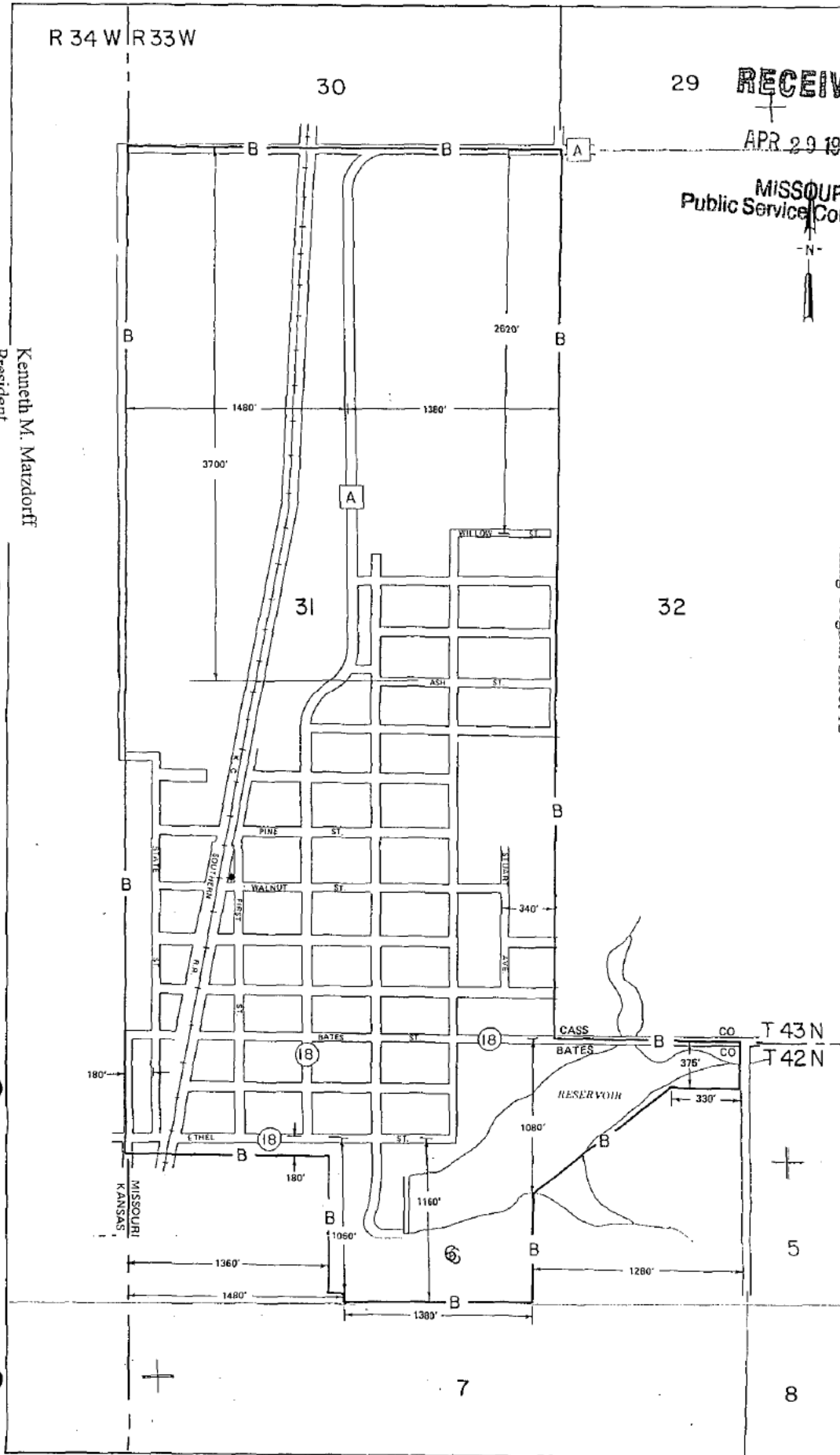
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PUBLIC SERVICE COMM  
Effective: June 1, 1996

Issue April 29, 1996

Kenneth M. Marzdorff  
President  
Peculiar, MO

Effective: June 1, 1996



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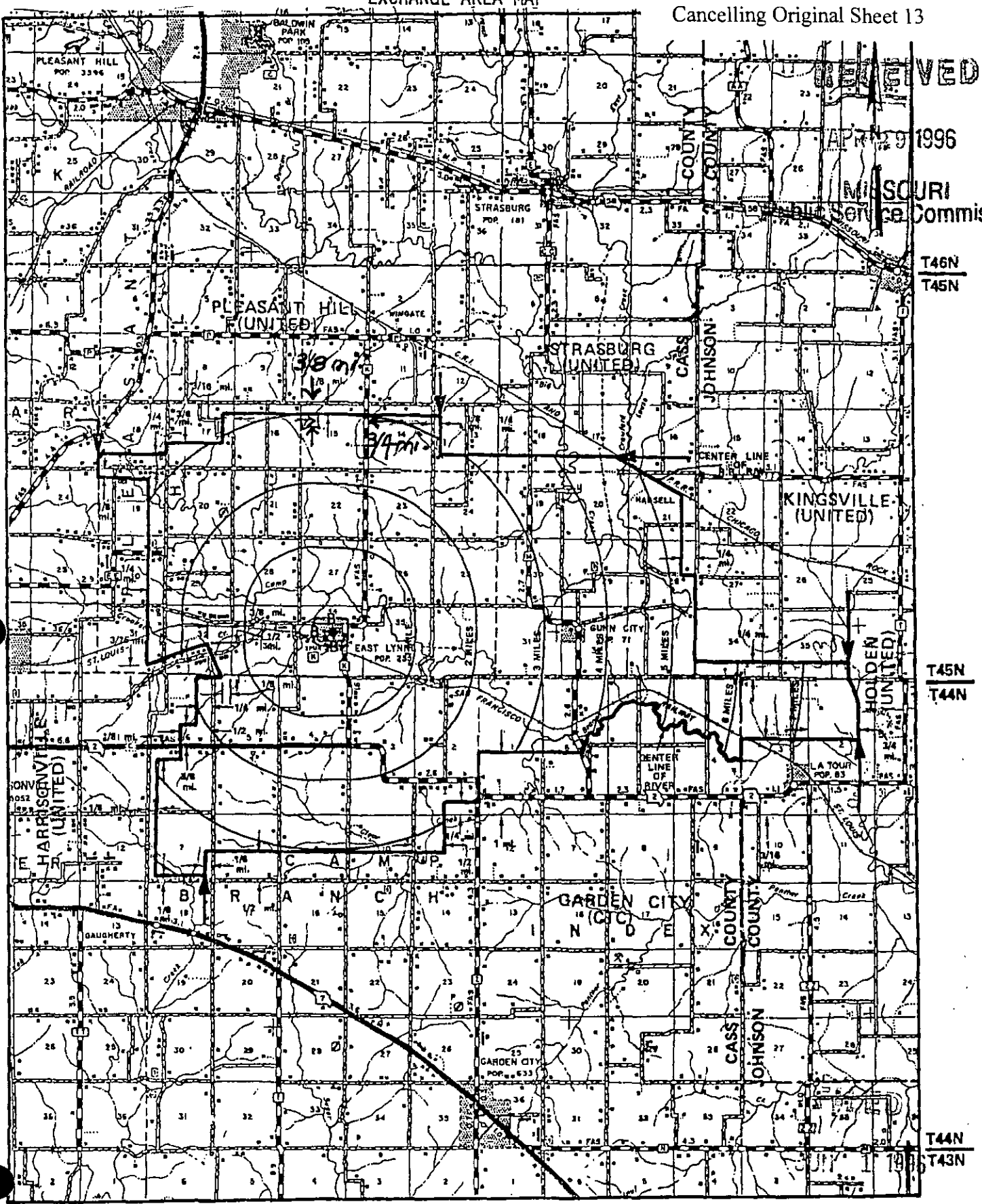
MISSOURI  
Public Service Commission

PSC Mo. No. 1  
Section 4  
1st Revised Sheet 12  
Cancelling Original Sheet 12

Cass County Telephone Company  
DREXEL EXCHANGE  
CASS & BATES COUNTIES  
BASE RATE AREA MAP

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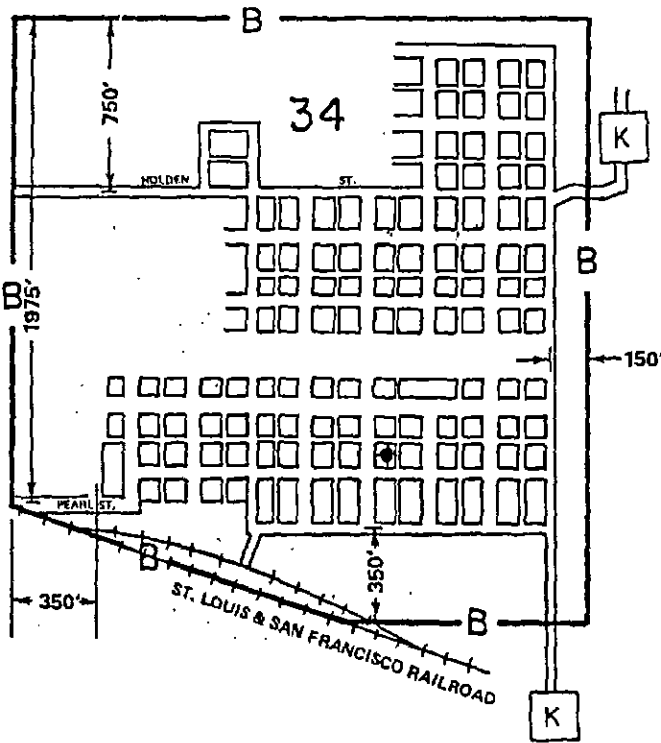
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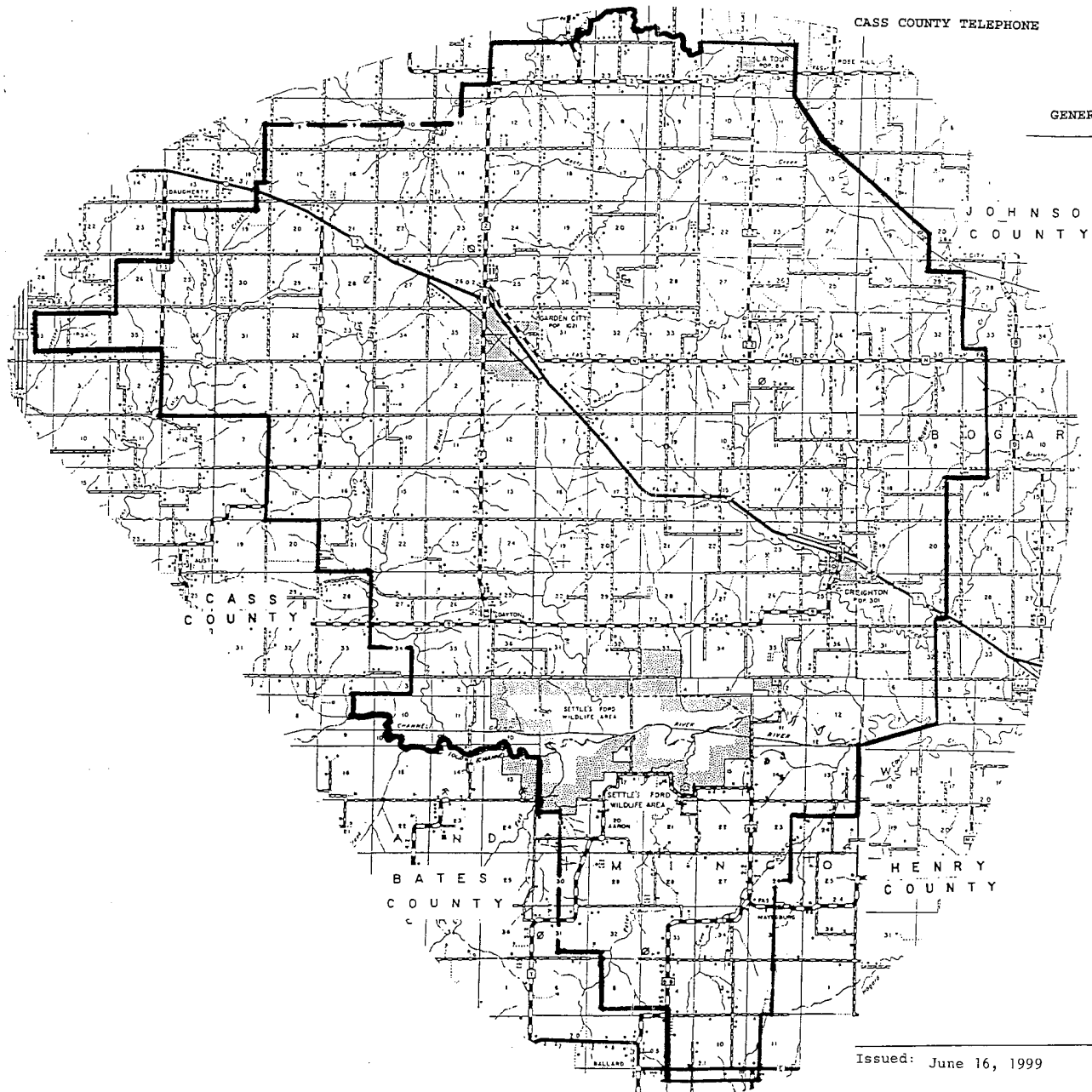
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CASS COUNTY TELEPHONE

PSC MO. NO. 1  
 Section 4  
 2<sup>nd</sup> Revised Sheet 15  
 Canceling 1<sup>st</sup> Revised Sheet 15

GENERAL AND LOCAL EXCHANGE TARIFF

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CASS COUNTY TELEPHONE COMPANY  
 EXCHANGE BOUNDARY—GARDEN CITY/CREIGHTON

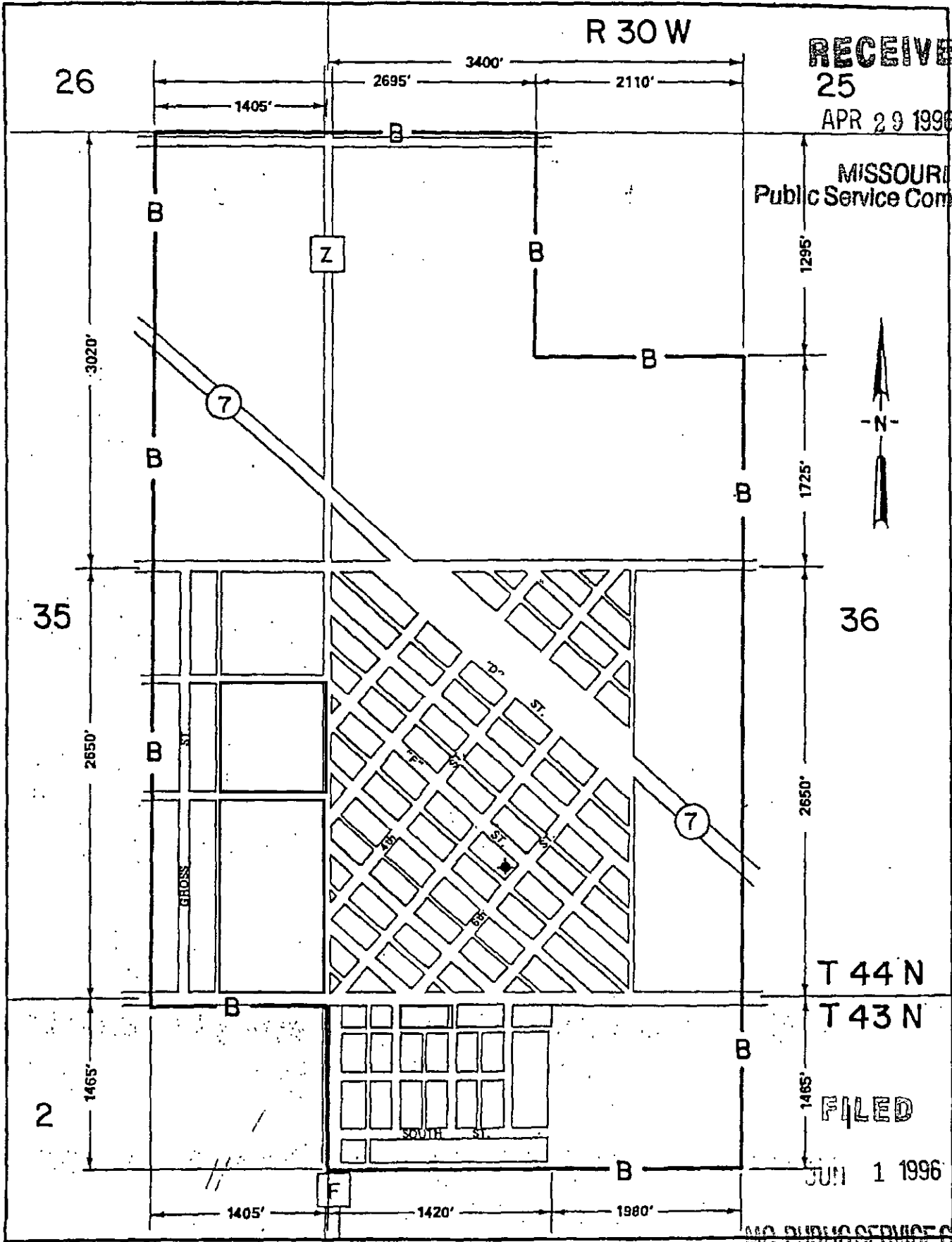
Missouri Public Service Commission

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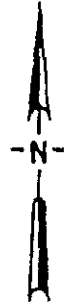
Effective: July 16, 1999  
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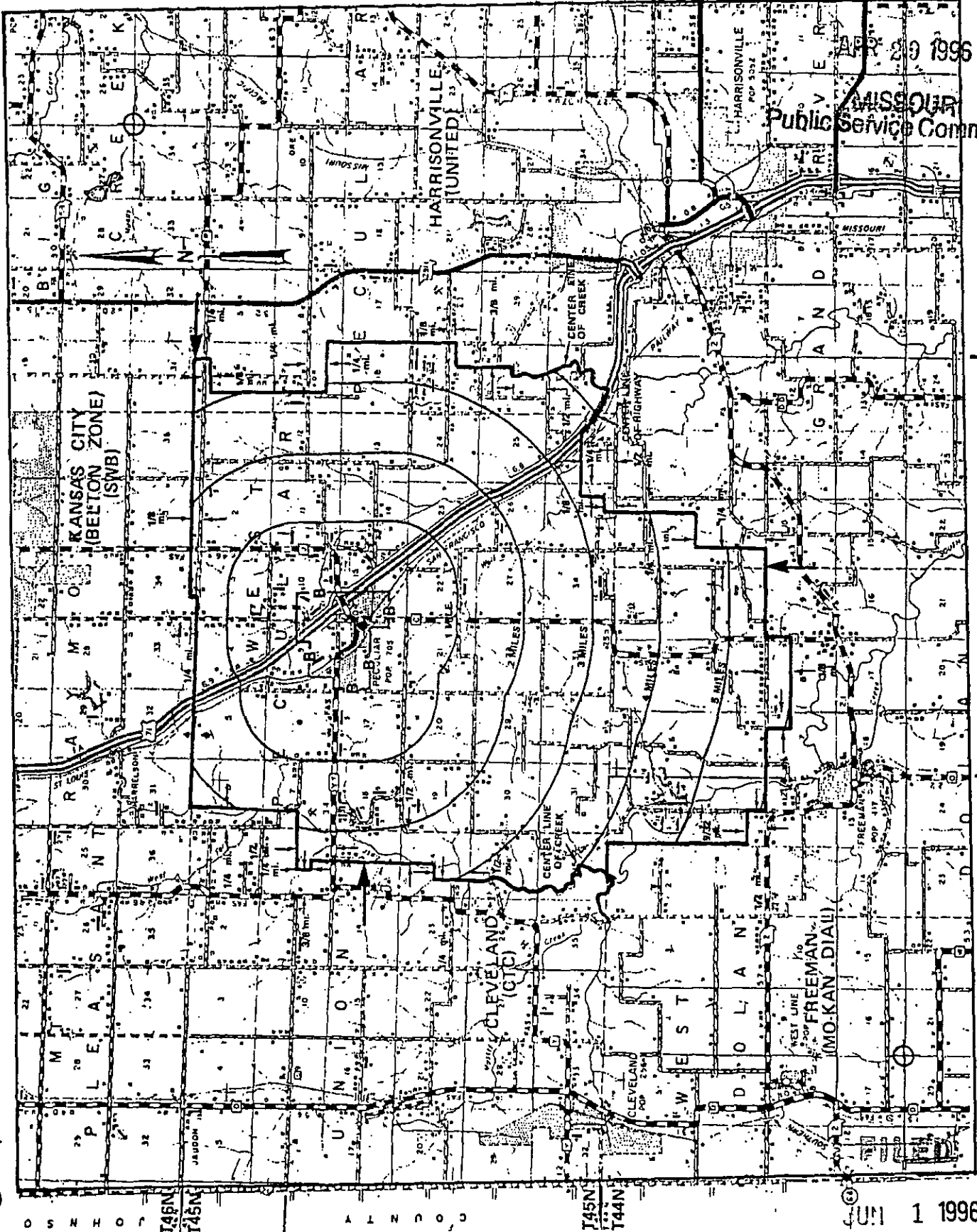
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Peculiar, MO

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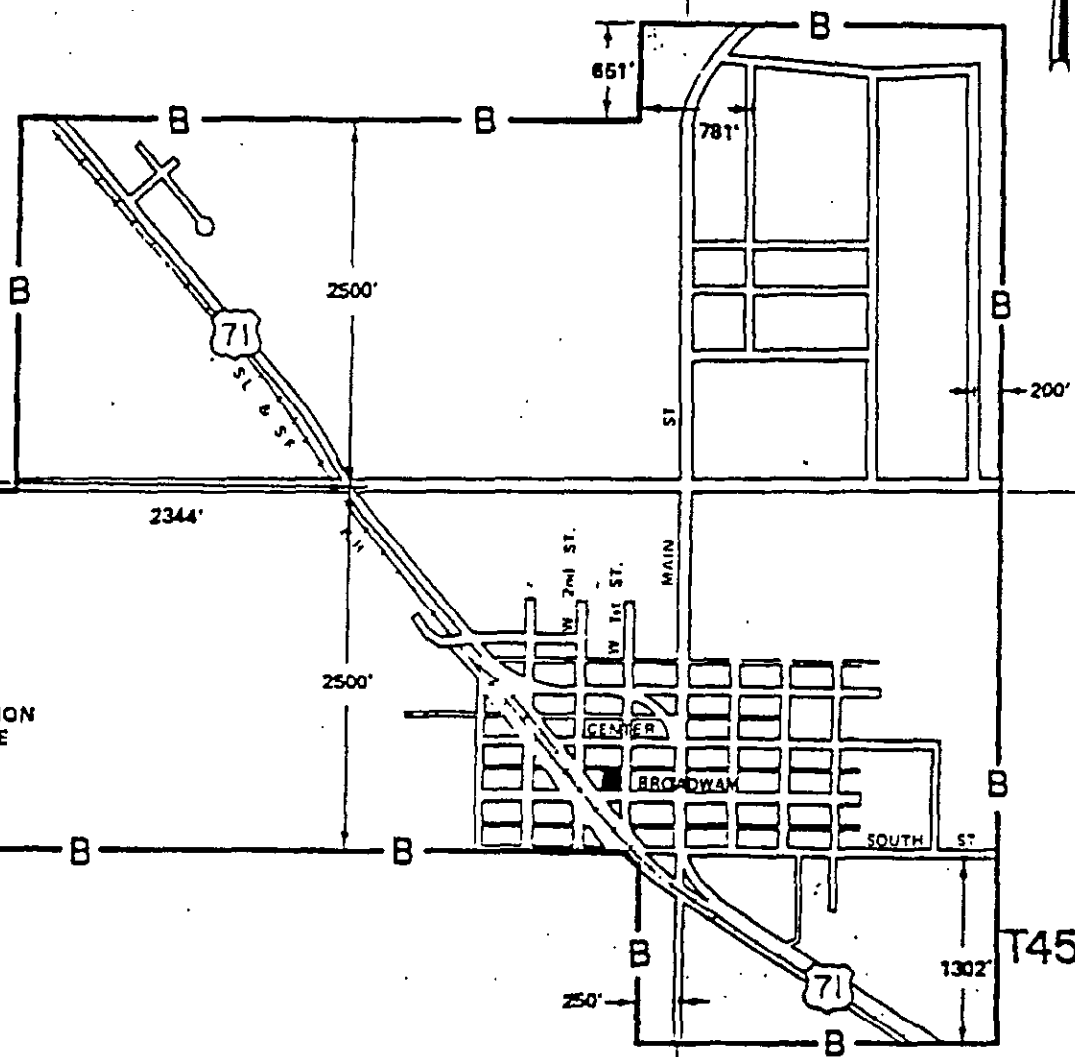
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MO. PUBLIC SERVICE COMM

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Rates

- A. The following rate schedules reflect only the rates for central office access lines (excluding semi-public service which includes a coin telephone station). (T)
- B. The following rates will be increased approximately for service within municipalities having in effect a fee or tax described elsewhere in this Section. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Rates (Cont'd)

C. Local Exchange Access Line Monthly Rate Schedule

CLASS AND GRADE OF SERVICE		ACCESS LINE RATE GROUPS				
		[1] 1- <u>1.060</u>	[2] 1,061- <u>2.900</u>	[3] 2,901- <u>7.000</u>	[4] 7,001- <u>25.000</u>	[5] 25,001- <u>OVER</u>
<u>Business Service:</u>						
One-Party	B1	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
PBX Trunk	PBX TK	18.25	19.50	20.75	22.00	23.25
Key Line	BKSL	18.25	19.50	20.75	22.00	23.25
Semi-Public	SP	16.25	17.50	18.75	20.00	21.25
Customer Owned	COPT	26.95	26.95	26.95	26.95	26.95
<u>Residence Service:</u>						
One-Party	R1	26.00	26.00	26.00	26.00	26.00
Key Line	R1	8.50	9.00	9.50	10.00	10.50

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Carole J. Williamson, Director – Tariffs & Compliance  
5 Davis Farm Rd.  
Portland ME, 04103

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Local Exchange Service Offerings - Applicable to Schedule "A"

(T)

Exchange	<u>Within the Base Rate Area</u>					<u>Outside the Base Rate Area</u>				
	<u>Bus 1Pty</u>	<u>PBX Trk</u>	<u>Key Line</u>	<u>Semi Pub</u>	<u>Res 1Pty</u>	<u>Bus 1Pty</u>	<u>PBX Trk</u>	<u>Key Line</u>	<u>Semi Pub</u>	<u>Res 1Pty</u>
Cleveland	x	x	x	x	x	(2)	(2)	(2)	(2)	(2)
Drexel	x	x	x	x	x	x	x	x	x	x
Garden City	x	x	x	x	x	x	x	x	x	x
Peculiar	x	x	x	x	x	x	x	x	x	x
East Lynne	x	x	x	x	x	x	x	x	x	x

(2) Local Exchange Access Line Monthly Rates include Touch Calling Service. Line Hunting Service is available at no additional monthly charge; however, appropriate services charges apply.

(M)

(M)

(M) Information on this sheet was previously found in this Section on Sheet 17.

GENERAL AND LOCAL EXCHANGE TARIFF

Customer Assistance Programs

(C)

A. MISSOURI SCHOOL DISCOUNT PROGRAM

(M) (T)

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. (T)
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 C, following. (T)
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. (T)
4. The qualifying discount will be permitted only on the local exchange access line. All other features, ancillary services or options, relative to the particular service, shall continue to be filled at the appropriate tariff rates. (T)
5. The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution. (T)
6. In addition to meeting the qualification specified in Paragraph C preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company. (T)
7. 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. (T)
8. The following local exchange services are eligible for a discount under this program:  
- Flat Rate, business one-party service. (T)

(M)

(M) Information on this sheet was previously found on sheet 26.

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Customer Assistance Programs

B. Missouri Universal Service Fund

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

(N)  
(M)  
(T)

C. Missouri Universal Service Fund: Disabled Assistance

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

(M)  
(M2)(T)  
(C)

(M2)

(M) Information on this sheet was previously found on sheet 26.

(M2) Information on this sheet was previously found on sheet 25.

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Customer Assistance Programs (cont'd)

D. Missouri Universal Service Fund: Low-Income Assistance

1. General- A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive qualified discounted services under either the low-income assistance or the disabled assistance program. (C)
2. Regulations - Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
  - a. Medicaid
  - b. SNAP (Supplemental Nutrition Assistance Program) (f/k/a Food Stamps)
  - c. Supplementary Security Income (SSI)
  - d. Federal Public Housing Assistance or Section 8
  - e. (T)
  - f. (D)
  - g. (D)
  - h. Income as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines
  - i. Veterans and Survivors Pension Benefit (N)
3. Eligible Services - Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
  - a. Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
  - b. Access to local emergency services, including, but not limited to, 911 service established by local authorities
  - c. Access to basic local operator services
  - d. Access to basic local directory assistance
  - e. Standard intercept service
  - f. Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
  - g. One (1) standard white pages directory listing
  - h. Toll blocking or toll control for qualifying low-income customers
4. Support Amount - Customers eligible under the established criteria can receive a discount from their bill for qualified essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state voice lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services including the basic service rate, extended area service additive, and mileage additives, if any). (C)  
(C)



GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Customer Assistance Programs (cont'd)

E. LIFELINE SERVICE

1. General

Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line or other qualified service rates for qualifying residential customers. (C)

- a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income customers.
- b. Lifeline will not be furnished on a Foreign Exchange service.
- c. Lifeline service shall not be disconnected for non-payment of toll charges.
- d. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purpose of lifeline service will restrict 1+, 0+, and 0- (operator bandied) calls.
  - 1. If the customer chooses "toll blocking" the company will not charge a service deposit for essential local telecommunications service.
  - 2. Toll blocking is offered to Lifeline subscribers at no charge.

2. Eligibility Requirements

An applicant must meet the following criteria in order to qualify for Lifeline Service:

- a. To qualify for Lifeline the consumer must participate in one of the following programs:
  - 1. Medicaid
  - 2. SNAP (Supplemental Nutrition Asst. Program) (f/k/a Food Stamps)
  - 3. Supplemental Security Income (SSI)
  - 4. Federal public housing assistance
  - 5.
  - 6.
  - 7.
  - 8. Veterans or Survivors Pension Benefit (D)  
|  
(D)  
(N)
- b. Or the customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines.

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Customer Assistance Programs

E. LIFELINE SERVICE (cont'd)

2. Eligibility Requirements (cont'd)

- c. The customer must sign, under penalty of perjury, a document certifying:
  - 1. He/She is receiving benefits from one of the programs in a.1 above.
  - 2. Name of the program(s) from which they are receiving benefits.
  - 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
- d. The premises at which the residence service is requested must be the applicant's principal place of residence.
- e. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
- f. Lifeline Service is limited to one qualified service per household at the customer's primary residence.

3. Rates and Charges

- a. Service charges do not apply when Lifeline Service is added to an existing service, or is continued, and it is the only service being ordered.
- b. Lifeline service is a reduction in the monthly service charges normally paid by qualifying low-income consumers in an amount ordered by the Federal Communications Commission. (C)
- c. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates. (C)

4. Customer Annual Responsibility

- a. All Lifeline customers as of June 1, 2012 must certify that they are still eligible for Lifeline support each year. Customers may certify over the phone or in writing. Customers will not be required to provide verifying documentation. (C)

5. Access Recovery Charge (ARC)

- a. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012).

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

C. Customer Annual Responsibility

1. All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support by December 31<sup>st</sup> each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.

(N)

D. Access Recovery Charge (ARC)

1. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012).

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)

A. General

1. ISDN-PRI is an IntraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. (C)
2. ISDN-PRI provides a method of access to the telephone network called Primary Rate Interface. PRI is an ISDN based T1 link to the telecommunications network and provides integrated digital channels for voice, data, and video applications. The service will initially provide connectivity between an ISDN PBX or other ISDN-compatible Customer Premises Equipment (CPE) and a serving central office. The basic channel structure for PRI is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. The B channels may be used to connect the PBX or ISDN compatible CPE to the public circuit switched network (i.e., inward/outward calls, OutWats/TFC, or to tie lines, and FX service access lines). The D channel carries the signaling and call set-up information for the B channels. (N)
3. ISDN-PRI is a service for the transmission of digital signals only.
4. ISDN-PRI is provided within a LATA from wire centers where appropriate ISDN facilities are available, as determined by the Company. Service inquiries will be necessary to determine availability. If new equipment or facilities and/or changes to existing equipment/facilities are required for the provision of this service, special construction charges will apply, in addition to the applicable ISDN-PRI rates.

(C)

(N)

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

B. Regulations

1. Provisioning of CPE that is compatible with the ISDN-PRI interface is the responsibility of the user.
2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ISDN-PRI render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
3. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
4. Suspension of service is not permitted with this service.
5. The minimum subscription period for which month-to-month PRI is furnished and for which charges are applicable is one month.
6. OutWATS/TFC services utilizing ISDN-PRI are available as well as tie lines and FX/FCO are available.
7. Verification and Emergency Interrupt service is not available for ISDN-PRI.
8. Telephone numbers transmitted via the Calling Line Information feature are intended solely for the use of the ISDN-PRI subscriber or user. Resale of this information is prohibited by this Tariff.
9. Through Non-Facility Associated Signaling (NFAS), PRI can also be ordered with 24 B channels and no D channel. Under this option, the customer will order one ISDN-PRI service arrangement with 23 B-channels and one D-channel. Additional PRI services can then be provided with 24 B-channels. The D-channel on the initial PRI is used to control subsequent 24 B PRI circuits.

(C)

(N)

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

(C)

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

(C)

C. Definitions

(N)

1. B-Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
2. D-Channel - A 64 Kbps digital signaling-only channel for call establishment and routing used for ISDN-PRI.
3. 64 Kbps Clear Channel Capability - A B channel connection which provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
4. Virtual Facility Group(s) (VFG) - A VFG simulates lines and trunks in software. When VFG is accessed, the central office switch checks for the availability of virtual facilities. If none are available, the call is blocked. If a virtual facility is available, the call is retranslated, recorded and routed to the appropriate access service.

D. Application of Rates

1. The Primary Rate Facility furnished between a Serving Wire Center and the customer's premises will be charged at tariff rates. All regulations of the tariff section will also apply.
2. ISDN-PRI is available to be purchased on a month-to-month, one, three, or five year term.
3. ISDN-PRI rates under any Term Payment Plan are exempt from customer-initiated changes for the payment period selected. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
4. If a customer disconnects any portion of their ISDN-PRI service prior to the end of month 12, the customer will be liable for 100% of the payments remaining for the first twelve months and 50% of the payment remaining in the contract period. If a customer disconnects any portion of their ISDN-PRI service after the end of the 12th month, the customer will be liable for 50% of the payments remaining for the rest of the contract period.
5. Non-recurring charges for PRI facility will not be applicable for a PRI when upgrading an existing circuit to ISDN-PRI.

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

(C)

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

(C)

D. Application of Rates (cont'd)

(N)

6. The customer may be restricted to 56 Kbps B channel transmission in some locations of the Company's interoffice network.
7. Subscriber Line Charges are applicable per public switched network capable B-channel as specified in the NECA price list.
8. NFAS, D Channel Backup, and dynamic call-by-call connections to FX and tie lines may not be available in all areas.

E. Service Components

The required components for ISDN-PRI are as follows:

1. Primary Rate Facility - Provides a four-wire access loop from the customer premises to the serving wire center. The transmission characteristics of this loop support Clear Channel Capability.
2. Primary Rate Access - Provides the multiplexing to support up to 23 B-channels at 64 Kbps and one D-channel for signaling also at 64 Kbps. Up to 24 B-channels at 64 Kbps can be provided for subsequent PRI's if the customer chooses the NFAS option.
3. Primary Rate B-Channels - Will provide circuit switched service that will allow either voice or data transmissions at up to 64 Kbps.
  - a. Customers will be billed a Network Access Register (NAR) charge per capable B-channel.
  - b. Data transmission on the B-channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may potentially be subjected to analog transmission or sub rated to 56 Kbps.
  - c. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be OutWATS/TFC service, tie lines, and FX service. If Integrated Service Access (ISA) is used to dynamically connect B channels to FX, Tie and OutWATS, B-channel charges are used in lieu of local channel charges for tie lines, FX, and OutWATS. Interoffice charges shall apply as well as the subscription to the services notes is in addition to the ISDN-PRI charges.

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

E. Service Components (cont'd)

3. Primary Rate B-Channels (cont'd)

- d. Call-by-Call/Integrated Service Access (ISA) Feature Capability - Allows the customers to dynamically allocate the use of channels for ISDN-PRI services. The customer may also choose voice or data transmission on a per call basis. ISA charges are based on the number of Virtual Facility Groups (VFG) established in the Company's central office. The Company will apply a VFG charge for each call type requested by the customer, for example, Public Access (incoming, outgoing), private network traffic, tie line. Additional VFG charges may be applicable if the customer wishes the Company to provide more call control in the central office. (C)
- e. D-Channel Access - Carries the signaling information for circuit switching needs of the ISDN B-channels. Where end user access arrangements contain multiple PRI's the signaling in one interface structure may also carry signaling for B-channels in another PRI structure without an activated D-channel. The D-channel contains Call Set Up, Call Tear Down, and Calling Number identification. (C)
- f. D Channel Backup - Provides backup for the D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted. (N)
- g. Calling Line Information Delivery - This feature, inherent in PRI, provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-channel associated with incoming calls on a B-channel(s) to a PBX. (N)



GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

F. Rates and Charges

MTM to 5 year Term Rates:

		<u>Monthly</u>	<u>1Year</u>	<u>3 Years</u>	<u>5 Years</u>	
1.	Non-Recurring Charge	\$487.00	\$487.00	\$487.00	\$487.00	(C)
2.	Primary Rate Interface Ea.	\$600.00	\$500.00	\$405.79	\$360.70	(C)
3.	Caller ID with Name	\$103.50	\$103.50	\$103.50	\$103.50	(N)
4.	Block 100 DID's	\$ 27.00	\$ 27.00	\$ 27.00	\$ 27.00	(N)
5.	ISDN-PRI Port, ea	\$ 23.51	\$ 23.51	\$ 23.51	\$ 23.51	(N)
6.	FCC End User Common Line Charges, as set forth in the National Exchange Carrier's Access Services Tariff, apply as appropriate and shall be interpreted to apply per PRI					
7.	Custom configurations will be priced on a case-by-case basis.					

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

ISDN-PRI BUNDLE

- A. All regulations applicable to ISDN Primary Rate Service as specified above in Section 4 of this tariff apply to the ISDN PRI Bundle except as specified in this section below: (C)
1. Includes unlimited local calling, the ISDN primary port, local distribution channel (LDC), Caller ID with Name and 1 DID block of 100 numbers (or fraction thereof). This bundle is provided under month-to-month, 1, 2 or 3 year terms. Term bundles have a one year minimum requirement. The bundle rates do not include the EUCL, surcharges or taxes. (C)
  2. ISDN PRI Bundle is not available with Foreign Exchange service, virtual network services and is not available with services provided under special contract. (N)
  3. Additional 100 blocks of DID numbers (or fraction thereof) and single DID telephone numbers, which may or may not be contiguous based on availability, are available for an additional monthly recurring charge for customers who have purchased the ISDN PRI Bundle for 1, 2 or 3 year terms. The term of the additional DID numbers is coterminous with the term of the ISDN PRI Bundle. (N)
  4. Conversion - Any existing ISDN PRI customer may convert to ISDN PRI Bundle. However, this will be considered a downgrade and termination charges will apply to the existing service agreement. (N)
  5. Termination for the ISDN PRI Bundle is as follows:
    - Number of months remaining (rounded down) x \$20 (1 year term)
    - Number of months remaining (rounded down) x \$40 (2 year term)
    - Number of months remaining (rounded down) x \$60 (3 year term)Additionally: If customer doesn't fulfill one year minimum requirement, the NRC will be re-rated to the MTM NRC totaling \$900. (N)

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (cont'd)

ISDN-PRI BUNDLE (cont'd)

A. ISDN PRI Bundle Monthly Rates and Charges

- |    |   |                   |     |
|----|---|-------------------|-----|
| 1. | Primary Rate Interface, with 1 D-channel  | \$ 600.00/ month  |     |
|    |   | \$ 390.00/ 1year  | (C) |
|    | Includes:   | \$ 375.00/ 2years |     |
|    | ISDN- PRI Port, Caller ID with Name,  | \$ 360.00/ 3years | (C) |
|    | DID block, 100-numbers (or fraction thereof),   |                   |     |
|    | and unlimited local calling   |                   | (N) |
| 2. | FCC End User Common Line Charges, as set forth<br>in the NECA's Access Services Tariff, apply as<br>appropriate and shall be interpreted to apply per PRI |                   |     |
| 3. | Custom configurations will be priced on a case-by-<br>case basis.   |                   |     |

B. ISDN-PRI BUNDLE Non-Recurring Rates

- |    |   |           |  |
|----|---|-----------|--|
| 1. | Service Establishment Charge for Bundle Term: |           |  |
|    | • Month-to-Month Plan                         | \$ 900.00 |  |
|    | • (1, 2 or 3 years) Plans                     | \$ 200.00 |  |

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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SERVICE CHARGES

**MISSOURI  
Public Service Commission**

A. General

1. Service Charges are nonrecurring charges shown in this Section and apply when the following activities are performed at the request of a customer:

- a. Service Connections - New installations or subsequent additions of telephone service and/or semi-public telephone equipment. A move of an existing service to a different premise.
- b. Inside Moves - Transfer of telephone service and/or semi-public telephone equipment from one location to another location within the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved.
- c. Changes - Substitution of semi-public telephone equipment, or rearrangement of such equipment and/or wiring which does not involve changes in location of the equipment or wiring. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring.
- d. Restoral Charge - Applicable for work associated with reconnecting service which has been temporarily disconnected for nonpayment.

- 2. Service Charges apply in addition to all other rates and charges.
- 3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.

4. Payment of Service Charges

- a. Payment of Service Charges for the establishment of service may be required prior to the establishment of service.
- b. Residence Service Charges may be billed in equal amounts over periods not exceeding four (4) months. Only one such arrangement at any one time will be provided.

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B. Application of Service Charges

**MISSOURI  
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1. Service Ordering Charge

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

2. Line Connection Charge

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

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SERVICE CHARGES

B. Application of Service Charges (Cont'd)

2. Line Connection Charge (Cont'd)

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

3. Reserved for Future Use

4. Restoral Charge

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

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

- a. Service upgrade of basic exchange service.
- b. Billing address change.
- c. Changes to published from nonpublished service.
- d. Installations, moves or changes made on the initiative of the Company, (e.g., changes made for maintenance reasons, changes in type of central office operation, etc.)
- e. Removal of service.
- f. Returning residential customers who have ported their number to a digital or wireless provider. Service must be reestablished within six (6) months of being contacted by the Company in order to qualify. (N)
- g. Service established at an interim location nor to the subsequent reestablishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood or other acts of God. (N)
- h. Calling card requests.
- i. Legal name changes.

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C. Rates and Charges

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

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**SERVICE CHARGES**

D. Special Promotions

1. The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least ten (10) days prior to commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period. If facilities permit, all residence and/or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.
  - a. Cass County Telephone will waive Service Charges for Calling Name/Number Identification, Automatic Call Return and Three-way Calling when these services are purchased in conjunction with Voicemail.
  - b. This special promotion will waive Service Charges associated with the features listed in 1(a) for residence and business customers for a period of one hundred and eighty (180) days following approval of this tariff.

(N)

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

D. Special Promotions (Cont'd)

3. Conditions

- a. The Service Charge Waiver will apply only one time per customer for each service, in any given wire center prefix during the course of the promotional period.
- b. For existing customers (subsequent orders) subscribing to vertical Services the Subsequent Service Order charge is waived.
- c. Any other service charges incurred while establishing the service will be borne by the customer.

E. Reserved for Future Use

(T)

(D)

(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

(D)

(D)

## GENERAL AND LOCAL EXCHANGE TARIFF

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## F. Customer-Provided Equipment and Inside Wire

**MISSOURI  
Public Service Commission**

## 1. General

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

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

**MISSOURI  
Public Service Commission**

1. General (Cont'd)

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

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

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

**MISSOURI  
Public Service Commission**

1. General (Cont'd)

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

6) (Cont'd)

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

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

e. Responsibility of the Company

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

2) The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

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

**MISSOURI  
Public Service Commission**

2. Maintenance of Service Charge

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

Nonrecurring  
Charge

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

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

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

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