

## Adoption Notice

Everest Midwest Licensee LLC d/b/a SureWest

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Everest Midwest Licensee LLC d/b/a SureWest hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Missouri Public Service Commission by Everest Midwest Licensee LLC.

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Issued: July 3, 2008

Effective: August 3, 2008

Steve Oldham, President and CEO  
Everest Midwest Licensee LLC d/b/a SureWest  
PO Box 969  
Roseville, CA 95661

CANCELLED  
February 15, 2010  
Missouri Public  
Service Commission  
TN-2010-0208; YC-2010-0451

FILED  
Missouri Public  
Service Commission  
TN-2009-0027

REGULATIONS AND SCHEDULES  
APPLICABLE TO  
LOCAL EXCHANGE SERVICES  
WITHIN THE STATE OF MISSOURI

ISSUED BY

EVEREST MIDWEST LICENSEE LLC  
d/b/a SureWest

(T)

(T) This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of facilities-based Basic Local Exchange telecommunication services by Everest Midwest Licensee LLC d/b/a SureWest (the "Company"). This tariff applies for services furnished within the Company's authorized service area within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the following location:

(T)

Everest Midwest Licensee LLC d/b/a SureWest  
9647 Lackman Road  
Lenexa, Kansas 66219

The Company and the services offered hereunder have been classified as "competitive" by the Missouri Public Service Commission. This tariff applies to all exchanges of the Company, and it applies to both residential and business services.

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Everest Midwest Licensee LLC  
9647 Lackman Road  
Lenexa, Kansas 66219  
(816-268-3000)

The Company and the services offered hereunder have been classified as "competitive" by the Missouri Public Service Commission. This tariff applies to all exchanges of the Company, and it applies to both residential and business services.

---

Issued: June 6, 2003

Effective: July 6, 2003

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

**Missouri Public**

REC'D APR 04 2002

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Everest Midwest Licensee LLC  
4740 Grand, Suite 200  
Kansas City, MO. 64112  
(816-268-3000)

**CANCELLED**

JUL 06 2003

By *ISRS*  
Public Service Commission  
MISSOURI

The Company and the services offered hereunder have been classified as "competitive" by the Missouri Public Service Commission. This tariff applies to all exchanges of the Company, and it applies to both residential and business services.

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
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**LIST OF WAIVED STATUTES AND REGULATIONS**

The Missouri Public Service Commission has waived the following statutes and regulations for services provided by the Company:

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Statutes

- 392.210.2 - uniform system of accounts
- 392.240.1 - just and reasonable rates/rate making
- 392.270 - valuation of property (ratemaking)
- 392.280 - depreciation accounts
- 392.290 - issuance of securities
- 392.300.2 - acquisition of stock
- 392.310 - stock and debt issuance
- 392.320 - stock dividend payment
- 392.330, RSMo Supp. 1999 - issuance of securities, debts and notes
- 392.340 - reorganization

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Commission Rules

- 4 CSR 240-10.020 - depreciation fund income
- 4 CSR 240.30.010(2)(C) - rate schedules
- 4 CSR 240-30.040 - uniform system of accounts
- 4 CSR 240-32.030(4)(C) - boundary maps
- 4 CSR 240.33.030 - lower price notice
- 4 CSR 240-35 - reporting of bypass and customer-specific arrangements

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**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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Service Commission  
**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of facilities-based Basic Local Exchange Services by Everest Midwest Licensee LLC (the "Company"), operating as a competitive telecommunications company, to Customers within the State of Missouri.

Service is provided to Residential and Business customers.

The rates, rules, terms and conditions herein apply for Basic Local Exchange Services furnished within the exchanges listed in Section 3 of this tariff, where facilities and operating conditions permit the furnishing of such services.

The rates and rules contained herein are subject to change pursuant to the rules and regulations of the Missouri Public Service Commission.

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Service Commission  
SECTION 1.0 - DEFINITIONS

For the purpose of this tariff, the following definitions apply:

**Advance payment** is a part or all of a payment required before the start of service.

**Automatic number identification (ANI)** is the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party Customer. The primary purpose of ANI is for billing toll calls.

**Bit** is the smallest unit of information in the binary system of notation.

**Commission** refers to the Missouri Public Service Commission, unless otherwise indicated.

**Company** refers to Everest Midwest Licensee LLC unless otherwise indicated.

**Customer or subscriber** is the person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the Company's regulations.

**Deposit** is the cash or equivalent of cash security held as a guarantee for payment of the charges.

**DID trunk** is a form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of an operator.

**Direct inward dial (DID)** is a service attribute that routes incoming calls directly to stations, by-passing a central answering point.

**Direct outward dial (DOD)** is a service option that allows individual station users to access and dial outside numbers directly.

**End office** is a location where the Company's switch is installed. The switch is assigned an NPA-NXX code and is the point of interconnection for that NPA-NXX code listed in the Local Exchange Routing Guide.

**End user** is a Customer, joint user or any other person authorized by a Customer to use service provided under this tariff.

**Exchange** is a geographical area established for the rating of telecommunications.

**Exchange telephone company or telephone company** is any individual, partnership, association, joint-stock company, trust or corporation authorized by the state regulatory commission to provide public switched communications throughout an exchange area or between exchange areas. **Missouri Public**

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**SECTION 1.0 DEFINITIONS (continued)**

**Hearing impaired** refers to all persons with communication impairments, including the hearing impaired, deaf, deaf/blind, and speech impaired whose impairment prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

**Hunting** is the routing a call to an idle station line in a prearranged group when the called station line is busy.

**Integrated Services Digital Network (ISDN)** is a switched network service that provides end-to-end digital connections for the simultaneous transmission of voice and data. Primary rate interface - ISDN (PRI-ISDN) provides a digital transmission of 23 bearer channels and one data channel (23+D).

**IXC or interexchange carrier** is a long distance telecommunications services provider that furnishes services between exchange areas.

**Local access and transport area (LATA)** is a geographical area established under the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4.

**Local Calling** is a completed call or telephonic communications between a calling station and any other station within the local service area of the calling station.

**Monthly recurring charges** are those monthly charges to the Customer for services, facilities or equipment which continue and are billed to the Customer each month for the duration of the service.

**Nonrecurring charge (NRC)** is the initial charge, usually assessed on a one-time basis, to install equipment and facilities to establish service.

**Numbering plan area (NPA)** is the same as an area code.

**PBX** means private branch exchange.

**Presubscription** is an arrangement whereby a Customer may select and designate to the Company a carrier he or she wishes to access, without an access code, for completing intraLATA and/or interLATA toll calls. The selected carrier is referred to as the Primary Interexchange Carrier.

**Recurring charges** are the same as monthly recurring charges.

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**SECTION 1.0 - DEFINITIONS (continued)**  
**Service Commission**

**Service commencement date** is the first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards in the service order or this tariff, in which case the service commencement date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute service commencement date.

**Service order** is the written request for network services executed by the Customer and the Company. The signing of a service order by the Customer and acceptance by the Company begins the respective obligations of the parties in that order and under this tariff. The duration of the service is calculated from the service commencement date.

**Shared** refers to a facility or equipment system that can be used simultaneously by several customers.

**Station** refers to telephone equipment from or to which calls are placed.

**Trunk** is a communications path connecting two switching systems in a network, used in the establishment of an end to end communication.

**Two-way** service includes both outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage based charges** are rates for minutes or messages traversing over local exchange facilities.

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**SECTION 2 - RULES AND REGULATIONS**  
**Service Commission**

**2.1 Undertaking of the Company**

- 2.1.1 The Company undertakes to furnish communications service pursuant to the terms of this Tariff in connection with one-way and/or two-way information transmission between points within the State of Missouri.
- 2.1.2 The Company shall be responsible only for the installation, operation and maintenance of the service that it provides. The responsibility of the Telephone Company shall be limited to the provision of services under this Tariff and to the maintenance and operation of such service in a proper manner.
- 2.1.3 Customers and end users may use services and facilities provided under this Tariff to obtain access to services offered by other service providers. The Company is responsible under this Tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.
- 2.1.4 Services are provided 24 hours daily, seven (7) days per week unless otherwise stated.

**2.2 Limitations**

- 2.2.1 The Customer may not assign or transfer the use of services provided under this tariff except, where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:
  - A. another Customer, whether an individual, partnership, association or corporation, provided the assignee or transferee expressly assumes all outstanding indebtedness for such services, and the non-expired portion of the minimum period and the termination liability applicable to such services, if any; or
  - B. a court appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee expressly assumes the non-expired portion of the minimum period and the termination liability applicable to such services, if any.

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**SECTION 2 - RULES AND REGULATIONS - CONT'D**  
**Service Commission**

**2.2 Limitations (Cont'd)**

2.2.2 In all cases of assignment or transfer, the written acknowledgment of the Telephone Company is required prior to such assignment or transfer which acknowledgment shall be made within fifteen (15) days from the receipt of notification. All regulations conditions contained in this tariff shall apply to such assignee or transferee. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly liable with the assignee or transferee for any obligations existing at the time of assignment or transfer.

2.2.3 The use and restoration of services shall be in accordance with Part 64, Subpart D, Appendix A, of the Federal Communications Commission's Rules and Regulations, and 4 CSR 240-32 of the Missouri Public Service Commission's rules, which specify the priority system for such activities.

2.2.4 The services offered under this Tariff are subject to the ability to secure and retain without unreasonable expense, suitable facilities and rights for construction, and subject to the provisions of this Tariff.

2.2.5 Subject to compliance with the above-mentioned rules, where a shortage or availability of facilities or equipment exists and is insufficient to meet the service requirements of a Customer either for temporary or protracted periods, the services offered herein will be provided to customers on a first-come, first-served basis per date of service order.

**2.3 Use**

2.3.1 Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**  
~~Service Commission~~**2.4 Prohibited Uses**

- 2.4.1 The services the Company offers shall not be used for any unlawful purpose or for any use for which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.4.2 The Company may require applicants for service who intend to use the Company's offering for resale and/or for share use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and regulations, policies, orders, and decisions.
- 2.4.3 The Company may require a Customer to immediately shut down its transmission if such transmission is causing interference to others.

**2.5 Liability of the Company**

- 2.5.1 The liability of the Company, if any, for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission during the course of furnishing service shall in no event exceed an amount proportionate to the charge to the Customer for the service during the period when such mistakes, omissions, interruptions, delays, errors, or defects in transmission occurred. The remedy of the Customer with respect to the provision of service by the Company shall be limited to that expressly provided herein to the exclusion of any and all other remedies. No agreement varying or extending such warranties, the remedies expressly provided, or these limitations, will be binding upon the Company unless in writing and signed by the Company and the Customer.
- 2.5.2 The Company shall not be liable for any indirect, special, incidental, punitive, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including any delay or interruption of service or any failure in or breakdown of facilities associated with the service; or for any mistakes, omissions, delays, errors or defects in transmission occurring in the course of furnishing service, except as specified herein. The Company's liability for direct damages incurred as a direct consequence of a service interruption or the failure of the Company to perform shall in no event exceed an amount equal to that which the Company would have otherwise paid for the period that the service was not provided during which the Company has failed to perform.

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SECTION 2 – RULES AND REGULATIONS – CONT'D

## Service Commission

**2.5 Liability of the Company (Cont'd)**

- 2.5.3 The Company will not be responsible for any lost profits of the subscriber or against the subscriber by any other party. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused by or contributed to by the negligence or willful act of Customer, or which arise from facilities or equipment used by Customer, shall not result in the imposition of any liability whatsoever upon the Company.
- 2.5.4 The Company is not liable for any act, omission, or negligence of any local exchange or interexchange carrier or other provider whose facilities are used in furnishing any portion of the service received by Customer. The Company is not liable for the quality of service provided by any local exchange or other interexchange carrier.
- 2.5.5 Under no circumstances whatsoever shall the Company or its officers, agents, or employees be liable for indirect, incidental, special, punitive, or consequential damages, however caused, and regardless of theory of liability.
- 2.5.6 The Company is providing service without respect to the volume, quantity, content or value of signals transmitted over the service. The payments provided to the Company are based solely on the value of the service, and are unrelated to the nature, content, volume or value of any signals or communications transmitted over the service. The Company is not liable for losses that may occur in cases of malfunction or non-function of the service or the Company's facilities, even if due to the Company's negligence, gross negligence or failure of performance, except as expressly provided herein. The Company is not an insurer. Insurance, if any, covering personal injury, property loss or loss of revenue or business advantage shall be obtained and maintained by Customer if desired by Customer.
- 2.5.7 It would be impractical and extremely difficult to fix actual damages which may arise in situations where there may be a failure of the service, due to the uncertain nature of the volume, nature, content and value of messages, signals or communications transmitted over the service. Therefore, if any liability is imposed on the Company, such liability shall be limited to the amount expressly stated herein. The payment or credit of this amount shall be the Company's sole and exclusive liability regardless of whether loss or damage is caused by the performance or nonperformance of the Company's obligations under this agreement, or by negligence or gross negligence, active or otherwise, of the Company, its employees, agents or representatives.

Missouri Public

FILED MAY 04 2002

Service Commission

Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

**SECTION 2 - RULES AND REGULATIONS - CONT'D**  
**Service Commission**

**2.5 Liability of the Company (Cont'd)**

- 2.5.8 The Company shall not be liable for, shall be excused from performance during any failure, delay or interruption of service hereunder due to causes beyond its control including, but not limited to, civil disorders; labor problems; and fire, flood, atmospheric conditions or other phenomena of nature, such as radiation. In addition, the Company shall not be liable for any failure of performance hereunder due to necessary network reconfiguration; system modifications due to technical upgrades; or regulations established or actions taken by any court or government agency having jurisdiction over the Company.
- 2.5.9 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.5.10 The Company makes no representation or warranty, express or implied (including, without limitation, an implied warranty regarding merchantability or fitness for a particular purpose), regarding any service provided under this tariff. The Company expressly disclaims all such warranties.
- 2.5.11 The Company shall not be liable for:
  - A. libel, slander or infringement of patents, trade secrets or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities; or in combination of use by Company-provided facilities with Customer-provided facilities or services;
  - B. any claim arising out of any act or omission of the Customer or any other entity furnishing services or facilities for use in conjunction with services or facilities provided by the Company;
  - C. unlawful or unauthorized use of the service or the Company's facilities;
  - D. any claim arising out of a breach in the privacy or security of communications transmitted over the Company's facilities.

**Missouri Public**

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Service Commission

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Effective: May 4, 2002

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

CANCELLED  
February 15, 2010  
Missouri Public  
Service Commission  
TN-2010-0208; YC-2010-0451

REC'D APR 04 2002

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**Service Commission**

**2.5 Liability of the Company (Cont'd)**

2.5.12 The Company assumes no responsibility for the availability or performance of any facilities or services under the control of other entities, or for other facilities or services provided by other entities used for service to the Customer, except to the extent that such nonperformance or non-availability is the result of a willful act of the Company. The Company is not liable for any act or omission of any other company furnishing a portion of the facilities or services used to provide service to the Customer; such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.

2.5.13 Any claim of whatever nature against the Company shall be deemed conclusively as having been waived unless presented in writing to the Company within ninety (90) days after the date service was affected.

2.5.14 Customer shall defend, indemnify and hold the Company harmless of and from any and all liability, loss, claims, costs, demands, damages, or expenses disclaimed herein arising out of or in connection with the provision of service by the Company to the Customer, and shall pay all expenses and satisfy all judgments which may be incurred by or rendered against the Company in connection therewith. The Company shall notify Customer of any such suit or claim against the Company.

**2.6 Obligations of the Customer**

**2.6.1 Customer Responsibilities**

The Customer shall be responsible for:

- A. the payment of all applicable charges as set forth in this tariff. The responsibility is not changed due to any use, misuse or abuse of the Customer's service or Customer-provided equipment by Users or third parties.
- B. all costs incurred as a result of unauthorized use of the Network;
- C. any charges related to the suspension and/or termination of service;
- D. damage or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer, authorized user, or joint user or the non-compliance by the Customer, authorized user, or joint user with these regulations, or by fire or theft or other casualty on the premises of the Customer, authorized user, or joint user unless caused by the negligence or willful misconduct of the employees or agents of the Company;

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Issued: April 4, 2002

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Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

Missouri Public

**2.6 Obligations of the Customer (Cont'd)**

REC'D APR 04 2002

**2.6.1 Customer Responsibilities (Cont'd)**

Service Commission

- E. providing as specified from time to time by the Company any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, authorized user, or joint user and the level of heating and air conditioning necessary to maintain the proper environment on such premises.

**2.6.2 Bad Check Charge**

A service charge equal to \$30.00 will be assessed for all checks returned by a bank or other financial institution for: insufficient or on collected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.7 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephones. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communication Commission.

**2.8 Installation and Termination**

Service is installed upon mutual agreement between the Customer and the Company. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility. The agreement will determine terms and conditions of installation, termination of service, and conditions of installation, any applicable sales commission structure, and sales commission payment schedule. The service agreement does not alter rates specified in this tariff.

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Service Commission

Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 2 – RULES AND REGULATIONS – CONT’D**

**2.9 Billing and Payment Procedures**

- 2.9.1 The Company issues bills on a monthly basis with the bills rendered on or about the same day each month.
- 2.9.2 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.9.3 The Company allows customers at least (21) days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040 (3)&(4) as may be amended from time to time.
- (C) 2.9.4 The Company charges a 3% late payment fee on delinquent past due balances.
- 2.9.5 The Company sets forth the following on all bills:
  - A. the number of access lines for which charges are stated;
  - B. the beginning or the ending dates of the billing period;
  - C. the date the bill becomes delinquent if not paid on time;
  - D. penalty fees and advanced payments;
  - E. the unpaid balance, if any;
  - F. the amount for basic service;
  - G. an itemization of the amount due for all other regulated or non-regulated services including the date and duration of each toll call if such service is provided as an individual service;
  - H. the amount due for all regulated and non-regulated services offered as a package rate and an itemization of each service included in the package;
  - I. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), federal end user and other taxes as may be necessary and appropriate;

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Issued: July 31, 2006

Effective: September 1, 2006

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**2.9 Billing and Payment Procedures**

- 2.9.1 The Company issues bills on a monthly basis with the bills rendered on or about the same day each month.
- 2.9.2 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.9.3 The Company allows customers at least (21) days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040 (3)&(4) as may be amended from time to time.
- 2.9.4 The Company charges a 2% late payment fee on delinquent past due balances. (C)
- 2.9.5 The Company sets forth the following on all bills:
- A. the number of access lines for which charges are stated;
  - B. the beginning or the ending dates of the billing period;
  - C. the date the bill becomes delinquent if not paid on time;
  - D. penalty fees and advanced payments;
  - E. the unpaid balance, if any;
  - F. the amount for basic service;
  - G. an itemization of the amount due for all other regulated or non-regulated services including the date and duration of each toll call if such service is provided as an individual service;
  - H. the amount due for all regulated and non-regulated services offered as a package rate and an itemization of each service included in the package;
  - I. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), federal end user and other taxes as may be necessary and appropriate;

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Issued: February 15, 2005

Effective: March 17, 2005

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

**Cancelled**

September 1, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**2.9 Billing and Payment Procedures**

2.9.1 The Company issues bills on a monthly basis with the bills rendered on or about the same day each month.

2.9.2 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

2.9.3 The Company allows customers at least (21) days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040 (3)&(4) as may be amended from time to time.

2.9.4 The Company charges a \$3.00 late payment fee on delinquent past due balances. (C)

2.9.5 The Company sets forth the following on all bills:

- A. the number of access lines for which charges are stated;
- B. the beginning or the ending dates of the billing period;
- C. the date the bill becomes delinquent if not paid on time;
- D. penalty fees and advanced payments;
- E. the unpaid balance, if any;
- F. the amount for basic service;
- G. an itemization of the amount due for all other regulated or non-regulated services including the date and duration of each toll call if such service is provided as an individual service;
- H. the amount due for all regulated and non-regulated services offered as a package rate and an itemization of each service included in the package;
- I. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), federal end user and other taxes as may be necessary and appropriate;

**CANCELLED**

March 17, 2005

**MISSOURI PUBLIC  
SERVICE COMMISSION**

Issued: November 25, 2002

Effective: January 1, 2003

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

**SECTION 2 - RULES AND REGULATIONS - CONT'D**  
**Service Commission**

**2.9 Billing and Payment Procedures**

- 2.9.1 The Company issues bills on a monthly basis with the bills rendered on or about the same day each month.
- 2.9.2 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.9.3 The Company allows customers at least (21) days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040 (3)&(4) as may be amended from time to time.
- 2.9.4 The Company charges 1.5% per month for delinquent past due balances or a \$3.00 minimum.
- 2.9.5 The Company sets forth the following on all bills:
  - A. the number of access lines for which charges are stated;
  - B. the beginning or the ending dates of the billing period;
  - C. the date the bill becomes delinquent if not paid on time;
  - D. penalty fees and advanced payments;
  - E. the unpaid balance, if any;
  - F. the amount for basic service;
  - G. an itemization of the amount due for all other regulated or non-regulated services including the date and duration of each toll call if such service is provided as an individual service;
  - H. the amount due for all regulated and non-regulated services offered as a package rate and an itemization of each service included in the package;
  - I. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), federal end user and other taxes as may be necessary and appropriate;

**CANCELLED**

JAN 01 2003

157RS 8

Missouri Public Service Commission  
**MISSOURI**

**Missouri Public**

FILED MAY 04 2002

Issued: April 4, 2002

Effective: May 4, 2002

Service Commission

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**2.9 Billing and Payment Procedures**

2.9.5 The Company sets forth the following on all bills: (cont'd)

J. the total amount due;

K. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;

L. a toll free number where inquiries and/or dispute resolutions may be made for each company with the charges appearing on the customer's bill;

M. any other credits and charges applied to the account during the current billing period.

2.9.6 During the first billing period in which a customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted .

2.9.7 The amount of any deposit held by the company and the interest accrual rate shall be stated on the first bill for which a customer received service and on the last bill for which the customer received service.

2.9.8 When a customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.

2.9.9 Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

(C) 2.9.10 Payment must be sent to the Company or made at one of our Agent locations. Payment for service may be made by credit card or check<sup>1</sup>, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call the Company immediately at 1-877-553-4655. By doing this, you may avoid having your phone service suspended or disconnected.

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(C) <sup>1</sup> Payment by credit card and/or debit by telephone to the Company's offices will result in a \$2.00 fee per transaction.

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Issued: October 20, 2003

Effective: November 20, 2003

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

Filed  
MO PSC

**SECTION 2 - RULES AND REGULATIONS - CONT'D**

**Missouri Public**

**2.9 Billing and Payment Procedures**

REC'D APR 04 2002

2.9.5 The Company sets forth the following on all bills: (cont'd)

Service Commission

- J. the total amount due;
- K. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
- L. a toll free number where inquiries and/or dispute resolutions may be made for each company with the charges appearing on the customer's bill;
- M. any other credits and charges applied to the account during the current billing period.

2.9.6 During the first billing period in which a customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted .

2.9.7 The amount of any deposit held by the company and the interest accrual rate shall be stated on the first bill for which a customer received service and on the last bill for which the customer received service.

2.9.8 When a customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.

2.9.9 Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

2.9.10 Payment must be sent to the Company or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call the Company immediately at 1-877-553-4655. By doing this, you may avoid having your phone service suspended or disconnected.

**Missouri Public**

FILED MAY 04 2002

Issued: April 4, 2002

Service Effective May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

CANCELLED

NOV 20 2003

Public Service Commission MISSOURI

**SECTION 2 – RULES AND REGULATIONS – CONT'D** REC'D APR 04 2002**2.10 Billing Disputes****Service Commission**

Any Billing Disputes or inquiries may be directed to Everest at 1-877-553-4655. Written inquiries may be directed to Everest at 4740 Grand Ave., Kansas City, MO. 64112.

2.10.1 If the Customer has a dispute with their bill, the Company will investigate the complaint and work to resolve it with the Customer. If the Customer does not agree with the Company's findings, they may ask the Commission to investigate their dispute. The Customer should contact the Missouri Public Service Commission, located at 200 Madison Street, Suite 800, P.O. Box 360, Jefferson City, Missouri 65102-0360, toll free at (800) 392-4211 to file an informal complaint.

2.10.2 If the Customer's complaint can not be resolved informally, they may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P. O. Box 360, Jefferson City, Missouri 65102.

2.10.3 The Missouri Office of the Public Counsel also represents the public before the Commission, and is located at 200 Madison Street, Suite 650, P.O. Box 7800, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

2.10.4 The Company will comply with a request from the Commission for information on the Customer's dispute in a timely manner.

**2.11 Credit**

The Company, in order to assure that payment of its charges for service or for loss of or damage to Company property, will require applicants and Customers to establish and maintain credit. If an applicant for service is unable to provide satisfactory credit information, the Company may refuse to provide service unless the applicant furnishes a deposit.

If the Company finds that the applicant for service has failed to pay the Company for past telephone service of the same class being requested, the Company may refuse to provide service unless the applicant, at the option of the Company, pays the past due bill and/or furnishes a deposit.

The Company, upon request of its Customers, will provide acceptable options in order to pursue any billing or credit disputes.

The establishment or re-establishment of credit as provided in this section shall not relieve the applicant or Customer from compliance with other provisions of this tariff as to the payment of bills and shall in no way modify the provisions regarding disconnection and termination of service for failure to pay bills due for service furnished.

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Issued: April 4, 2002

Service Commission Effective: May 4, 2002

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

**SECTION 2 - RULES AND REGULATIONS - CONT'D**

**2.12 Deposits/Advance Payments**

2.12.1 Deposits/Advance Payments can only be required under certain terms as outlined in the Commission's rule 4 CSR 240-33.050. Should a Customer be disconnected for non-payment of a bill, the Company reserves the right in a situation where the account appears to be a high risk to collect a deposit pursuant to 4 CSR 240.33.050 of the Commission's rules before reconnecting the account. The maximum amount of any deposit shall not exceed the equivalent of the Customer's estimated liability for two months usage. Payment of a deposit by the Customer does not relieve the Customer of the responsibility to make timely payments on the account with the Company.

The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded. When the Company requires a deposit from a Customer, interest will be paid to the Customer that is equal to one percent (1%) above the Prime Lending Rate as published in The Wall Street Journal on the last day of September [(4CSR 240-33.050 (4))].

The Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account. The Company will refund, with accrued interest, all deposits promptly if the Customer pays all undisputed charges for twelve (12) billing cycles.

The Company will allow a Customer who is charged a deposit to pay it in two (2) consecutive equal monthly installments. The amount of the deposit shall appear on the Customer's monthly bill.

**2.13 Credit Allowance**

**2.13.1 Credit Allowance - Services Other Than Directory**

Credit allowance for the interruption of service that is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.5 herein. It shall be the Customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission within the Customer's control. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

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Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**  
**Service Commission**

**2.13 Credit Allowance**

**2.13.1 Credit Allowance – Services Other Than Directory**

No credit shall be allowed for an interruption of a continuous duration of less than twenty-four (24) hours after the subscriber notifies the Company.

The following allowances are provided for interruptions in service, as specified for services furnished by the Company:

A. When a Customer's service is interrupted and remains out of service for more than twenty-four (24) consecutive hours after being reported to the Company or after being found by the Company to be out of service (whichever occurs first), an adjustment will be made to the Customer's account in accordance with B below of this rule. The length of such service interruptions shall be computed on a continuous basis, Saturdays, Sundays and holidays included. For the purpose of administering this regulation, every month is considered to have thirty (30) days.

This rule does not apply if the service interruption:

1. occurs as a result of a negligent or willful act of on the part of the Customer;
2. occurs as a result of a malfunction of Customer-owned telephone equipment;
3. occurs as a result of acts of God; military action, wars, insurrections, riots or strikes; or
4. is extended by the Company's inability to gain access to the Customer's premises due to the Customer missing a repair appointment.

B. If a service interruption remains out of order in excess of twenty-four (24) hours after being reported, appropriate adjustments or refunds shall be made to the Customer, upon the Customer's request. The refund to the Customer shall be the pro rata part of the month's charge for the period of days and that portion of the service and facilities rendered useless or inoperative. The refund may be accomplished by a credit on the subsequent bill for telephone service.

**2.13.2 Credit Allowance – Directory**

Subject to the provisions of this rule, the Company shall allow for error or omissions in alphabetical telephone directories (excluding the use of bold face type), an amount within the following limits:

**Missouri Public**

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Issued: April 4, 2002

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**Service Commission**

Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**Service Commission**

**2.13 Credit Allowance (Cont'd)**

**2.13.2 Credit Allowance – Directory (Cont'd)**

- A. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error or omission occurred.
- B. For listings and lines of information in alphabetical telephone directories furnished at additional charges, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
- C. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or, omission continued.
- D. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

**2.14 Discontinuance of Business Service by Customer**

The Customer may cancel any of the service offerings in this Tariff by notifying the Company.

**2.15 Discontinuance of Business Service by Company**

**2.15.1 Discontinuance for Nonpayment**

In the event that the Customer fails to pay the bill owed to the Company within the designated time allowed, the service may be temporarily disconnected. The Customer must pay any outstanding charges plus a reconnection fee to reestablish service. Should the service be disconnected for a time longer than ten (10) days, the Customer must pay all outstanding charges and establish new service which includes new service charges.

**2.15.2 Discontinuance for Reasons Other Than Nonpayment**

The Company, after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the Customer's premises under the following conditions:

Missouri Public

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Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

**SECTION 2 - RULES AND REGULATIONS - CONT'D**  
**Service Commission**

**2.15 Discontinuance of Business Service by Company (Cont'd)**

**2.15.2 Discontinuance for Reasons Other Than Nonpayment (Cont'd)**

- A. In the event of prohibited, unlawful or improper use of the facilities of service, or any other violation by the Customer of the rules and regulations governing the facilities and service furnished, or
- B. If, in the judgment of the Company, any use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination for the service and severing of the connection, without notice to the Customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
- C. In the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the Customer satisfies the indebtedness within twenty (20) days after written notification, or
- D. If it is determined that facilities have been abandoned, the Company may terminate the service, or
- E. In the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized or fraudulent use of the facilities of service received from the Company. Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:
  - 1. the use of facilities or service of the Company without payment of tariff charges;
  - 2. calling or permitting others to call another person or persons so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such other person or persons;
  - 3. the use of profane or obscene language may at the Company's option result in disconnection of service or further communication with the individual on a written communication only basis;
  - 4. the use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls.

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Issued: April 4, 2002 **Service Commission** Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

CANCELLED  
February 15, 2010  
Missouri Public  
Service Commission  
TN-2010-0208; YC-2010-0451

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

REC'D APR 04 2002

**2.15 Discontinuance of Business Service by Company (Cont'd)**

**2.15.3 Insufficient Cause for Discontinuance or Refusal of Service** <sup>Service Commission</sup>

Service may not be discontinued by Everest for failure to pay charges not subject to the Commission's jurisdiction unless specifically authorized in Everest's tariffs approved by the Commission.

Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of Everest are not available to facilitate reconnection of service or on a day immediately proceeding such a day.

**2.15.4 Other Provisions**

Upon condemnation of all or any material portion of the facilities used by the Company to provide service to a Customer or in the event a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service under this tariff without incurring any liability.

Upon the Customer filing for bankruptcy or reorganization or failing to discharge an involuntary petition therefore within the time permitted by law, the Company may immediately discontinue or suspend business service under this tariff without incurring any liability.

The use and restoration of service in emergencies shall be in accordance with the Federal Communications Commission's rules and regulations and the Regulations of the Commission which specify the priority system for such activities.

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

REC'D APR 04 2002

**2.15 Discontinuance of Business Service by Company (Cont'd)**

**2.15.5 Discontinuance Procedures**

Service Commission

The Company shall adhere to the following rules of the Missouri Public Service Commission when discontinuing service to a Customer:

- A. The Company may not discontinue service unless written notice by first-class mail is sent or delivered to the Customer at least ten (10) days prior to the date of the proposed discontinuance. The notice of discontinuance shall be delivered separately from any other written matter or bill.
- B. The Customer shall have a minimum of twenty-one (21) days from the rendition of a bill to pay the charges stated.
- C. Service may not be discontinued by the Company for failure to pay charges not subject to the Missouri Public Service Commissions jurisdiction unless specifically authorized in the Company's tariffs approved by the Commission.
- D. The Customer must pay the bill by the date shown on the late notice or may be subject to interruption of service.
- E. At least twenty-four (24) hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.
- F. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the Company offices are not available to facilitate reconnection of service or on a day immediately preceding such a day.

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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**Missouri Public**

**REC'D APR 04 2002**

**2.15 Discontinuance of Business Service by Company (Cont'd)**

**Service Commission**

**2.15.5 Discontinuance Procedures (Cont'd)**

- G. Notices of Discontinuance shall contain the following information:
  1. the name and address and the telephone number of the customer;
  2. a statement of the reason for the proposed discontinuance and the cost (to the customer) for reconnection;
  3. the date after which service will be discontinued unless appropriate action is taken;
  4. how a customer may avoid the discontinuance;
  5. the customer's right to enter into a settlement agreement if the claim is for a charge not in the dispute and the customer is unable to pay the charge in full;
  6. the telephone number where the customer may make an inquiry;
  7. a statement that this notice will not be effective if the charges involved are part of an unresolved dispute;
  8. a statement of the exception for medical emergency as follows:

The Company will postpone a discontinuance for at least 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the premise where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

- H. Service shall not be discontinued for an amount due the Company which has not been included in a discontinuance notice.
- I. Nothing in this Section shall be construed to prevent immediate discontinuance of service without notice or the refusal of service for reasons of public safety or health.

**2.15.6 Certificate of Illness**

The Company shall postpone discontinuance of telephone service for thirty (30) days to customers who can demonstrate that disconnection of service would be especially dangerous to his/her health. The Company will take the circumstances into consideration and offer extended payment arrangements to avoid disconnection.

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Kevin Anderson, President

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**SECTION 2 – RULES AND REGULATIONS – CONT'D****Missouri Public****2.15 Discontinuance of Business Service by Company (Cont'd)****REC'D APR 04 2002****2.15.7 Restoral of Service****Service Commission**

- A. When service has been discontinued, the Company may charge and collect the restoral charge, if any, set forth in its rules, regulations or terms and conditions of service which are on file with the Commission.
- B. When a Customer's telephone service has been temporarily disconnected for a period of ten (10) calendar days that service will be permanently disconnected, unless special payment arrangements are initiated by the subscriber and agreed to by the Company. Once the service has been permanently disconnected, an application for new service will be required. Prior to the installation of service, payment of delinquent amount due, a reconnection charge, and a deposit may be required.

**2.16 Telephone Taxes**

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various taxes may apply to the Customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income). Fees, charges, and taxes imposed by the city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) are not included in the rates in Section 4 of this tariff, but shall be listed as separate line items on the Customer's bill. The Company may adjust its rates or impose additional charges on its customers to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional charges to cover the administrative cost of collecting such charges or paying compensation to other entities, upon approval of the Commission. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services.

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**2.16 Telephone Taxes (Cont'd)**

All charges and fees subject to Missouri Public Service Commission jurisdiction, except taxes and franchise fees, will be submitted to the Missouri Public Service Commission for prior approval.

(N) **Missouri Universal Service Fund**

Beginning with bills issued on or after May 1, 2005, the Company will place on each retail end-user customer's bill a surcharge equal to the Missouri Universal Service Fund percentage assessment as ordered by the Commission. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund." 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 as specified in 4 CSR 240-31.010(12).

(N) **2.17 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for Maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.18 Statement of Customer's Rights and Responsibilities**

Pursuant to Missouri Public Service Commission Rule 240-33.060 (3), the company will provide its Customers with the following information, at the time service is established:

**A. Rights and Responsibilities of Missouri Residential Telephone Customers**

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a telephone Customer.

**B. Your Telephone Bill**

You will receive a telephone bill from us each month. Everest provides basic local telephone service (including access to 911, where available), and certain custom calling services. The Company does require a deposit for service. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Issued: March 30, 2005

Effective: May 1, 2005

REC'D APR 04 2002

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**SECTION 2 - RULES AND REGULATIONS - CONT'D****2.16 Telephone Taxes (Cont'd)**

All charges and fees subject to Missouri Public Service Commission jurisdiction, except taxes and franchise fees, will be submitted to the Missouri Public Service Commission for prior approval.

**2.17 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for Maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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You will receive a telephone bill from us each month. Everest provides basic local telephone service (including access to 911, where available), and certain custom calling services. The Company does require a deposit for service. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

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May 1, 2005

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Kevin Anderson, President  
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**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**Missouri Public**

**2.18 Statement of Customer's Rights and Responsibilities (cont'd)**

REC'D APR 04 2002

**C. Inquiries and Complaints**

Service Commission

If a customer has inquires or complaints they may be directed to Everest at 1-877-553-4655. Written inquiries or complaints may be directed to Everest at 4740 Grand Ave., Kansas City, MO. 64112.

1. If the Customer has a dispute with their bill, the Company will investigate the complaint and work to resolve it with the Customer. If the Customer does not agree with the Company's findings, they may ask the Commission to investigate their dispute. The Customer should contact the Missouri Public Service Commission, located at 200 Madison Street, Suite 800, P.O. Box 360, Jefferson City, Missouri 65102-0360, toll free at (800) 392-4211 to file an informal complaint.
2. If the Customer's complaint can not be resolved informally, they may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P. O. Box 360, Jefferson City, Missouri 65102.
3. The Missouri Office of the Public Counsel also represents the public before the Commission, and is located at 200 Madison Street, Suite 650, P.O. Box 7800, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.
4. The Company will comply with a request from the Commission for information on the Customer's dispute in a timely manner.

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Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 2 – RULES AND REGULATIONS – CONT'D**

**Missouri Public**

**2.18 Statement of Customer's Rights and Responsibilities (cont'd)**

REC'D APR 04 2002

**D. Disconnection or Termination of Telephone Service**

Service Commission

Your telephone service is subject to disconnection or termination for any of the reasons listed below. If service is terminated, a new telephone number will be assigned and you will be required to pay installation charges again. If service is disconnected, your telephone number is reserved for 10 days and you will not be charged installation charges again.

1. Nonpayment of an undisputed delinquent account. Your service will not be suspended or discontinued for nonpayment of a delinquent charge until Everest has notified you in writing at least 10 days in advance of the suspension or discontinuance. Additionally, Everest will make reasonable efforts to contact you at least 24 hours in advance prior to suspending or disconnecting your telephone service.
2. Unauthorized use of the telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of identity in obtaining telephone utility service.
5. Failure to post a required deposit or guarantee.
6. Failure to comply with terms of a settlement agreement.
7. As provided by state or federal law.

**E. Reconnection of Service**

After local telephone service has been suspended or disconnected, the Company will restore your service when the reason for the suspension or disconnection has been remedied. Before restoring your service, the following will be required: (1) Payment for all undisputed amounts must be received by the Company or its authorized Agent, (2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.

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Service Commission  
Kevin Anderson, President  
Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 2 – RULES AND REGULATIONS – CONT'D****2.19 Service Implementation**

Absent a promotional offering, a non-recurring service installation charge, as set forth in Section 4 of this Tariff, will apply to new service orders or to orders to change existing services.

**Missouri Public**

REC'D APR 04 2002

**2.20 Application of Credits for Interruptions in Service**

2.20.1 Credits for interruptions in service, for which charges are specified on the basis of per minute of use, or on the usage of a fraction of a minute, shall in no event exceed an amount equal to the initial period charge provided for under this Tariff. Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one (1) month, beginning on the date that the billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities that are interrupted will receive a credit.

**Service Commission****2.21 Number Intercept**

Pursuant to 4 CSR 240-32.050(5), at the Customer's request, the Company will, for ninety (90) days, provide the Customer with an intercept recording referring callers to another number. This service is available to customers at no charge for the first ninety (90) days.

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 3.0 - SERVICE AREAS**

**3.1 Exchange Service Areas**

The Company will provide local exchange service, in the following rate groups listed below:

Kansas City Metropolitan Exchange

Principle Zone

Metropolitan Calling Area - 1 Zones

Kansas City South  
Gladstone  
Independence  
Parkville  
Raytown

Metropolitan Calling Area - 2 Zones

Belton  
Blue Springs  
East Independence  
Lee's Summit  
Liberty  
Nashua  
Tiffany Springs

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4740 Grand, Suite 200, Kansas City, MO 64112

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**SECTION 3.0 - SERVICE AREAS**

**3.1 Exchange Service Areas (continued)**

Reserved for Future Use

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Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

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SECTION 3.0 - SERVICE AREAS  
Service Commission

3.2 Metropolitan Exchange Service

In the Kansas City Metropolitan Exchanges there is a Principal Zone, a group of Metropolitan Calling Area-1 (MCA-1) Zones and a group of Metropolitan Calling Area-2 (MCA-2) Zones.

The rates specified for each zone in the Metropolitan Exchange entitle the Customer to terminate calls within the calling scopes described below. The Company will concur with the underlying ILEC's when providing MCA services.

The following are the zones included in the Kansas City Metropolitan Exchange.

Kansas City Metropolitan Exchange

Missouri  
Principle Zone

Kansas  
Principal Zone

Metropolitan Calling Area - 1 Zones  
Kansas City South  
Gladstone  
Independence  
Parkville  
Raytown

Metropolitan Calling Area - 1 Zones  
Bethel  
Melrose

Metropolitan Calling Area - 2 Zones  
Belton  
Blue Springs  
East Independence  
Lee's Summit  
Liberty  
Nashua  
Tiffany Springs

Metropolitan Calling Area - 2 Zones  
Bonner Springs  
Olathe  
Stanley

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

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SECTION 3.0 - SERVICE AREAS  
Service Commission

3.2 Metropolitan Exchange Service - (Continued)

The following are the zones included in the Kansas City Metropolitan Exchange - (Continued)

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
Principal Kansas City Zone And <u>MCA-1 Zones</u> Gladstone Independence Parkville Raytown South Kansas City	All subscribers in the Kansas City Metropolitan Exchange And Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges Of Farley, Smithville, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri Portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrickt Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City And Drexel; Lathrop Telephone Company's exchange Of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; And Basehor, Kansas optional service subscribers.
<u>MCA-2 Zones</u> East Independence Tiffany Springs	All subscribers in the Kansas City Metropolitan Exchange And Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges Of Farley, Smithville, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri Portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Laws on, East Lynne, Garden City And Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; And Basehor, Kansas optional service subscribers.

(1) United Telephone Company of Missouri exchange.

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Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

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SECTION 3.0 - SERVICE AREAS

Service Commission

3.2 Metropolitan Exchange Service - (Continued)

The following are the zones included in the Kansas City Metropolitan Exchange - (Continued)

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
<p><u>MCA-2 Zones - (Continued)</u> Belton</p>	<p>All subscribers in the Kansas City Metropolitan Exchange, Ferrelview (1) and Greenwood, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's Exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.</p>
<p>Lee's Summit</p>	<p>All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (1), Greenwood and Lake Lotawana (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's Exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s Exchange of Freeman; and Basehor, Kansas optional Service customers.</p>

(1) United Telephone Company of Missouri exchange.

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SECTION 3.0 - SERVICE AREAS  
Service Commission

3.2 Metropolitan Exchange Service - (Continued)

The following are the zones included in the Kansas City Metropolitan Exchange - (Continued)

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
<u>MCA-2 Zones- (Continued)</u>	
Liberty	All subscribers in the Kansas City Metropolitan Liberty Exchange, Ferrelview (1) and Smithville, plus Nashua Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City, and Drexel Lathrop Telephone Company's Exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.
Nashua	
Blue Springs	All subscribers in the Kansas City Metropolitan Exchange, Grain Valley, Lake Lotawana (1), and Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; Sprint Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; Verizon's Exchanges, of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional Service subscribers.

(1) United Telephone Company of Missouri exchange

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Kevin Anderson, President  
Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 3.0 - SERVICE AREAS**

**Missouri Public**

**3.2 Metropolitan Exchange Service – (continued)**

REC'D APR 04 2002

**3.2.1 Service Description**

**Service Commission**

The Kansas City Metropolitan Exchanges are included in the respective MCA's. The basic local calling scope for each of these exchanges is the MCA-wide calling scope as described above in Section 3.2 of this Tariff.

**3.2.2 Service Areas**

The total service area for the Kansas City MCA is comprised of the following three groups of zones and exchanges:

- A. Southwestern Bell's Kansas City Metropolitan Exchange, including the Principal Zone (Missouri and Kansas); the MCA-1 Zones of Gladstone, Independence, Parkville, Raytown, South Kansas City, Bethel (Kansas) and Melrose (Kansas); and the MCA-2 Zones of Belton, Blue Springs, East Independence, Lee's Summit, Liberty, Nashua, Tiffany Springs, Bonner Springs (Kansas), Olathe (Kansas) and Stanley (Kansas).

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Kevin Anderson, President

Everest Midwest Licensee LLC

4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 4.0 - SERVICE CHARGES AND SURCHARGES**

**4.1 Service Order and Change Charges**

Nonrecurring charges apply to process service orders for new service, for changes in service and for changes to the Customer's primary interexchange carrier (PIC) code.

**4.1.1 Service Order Charge**

	<u>Nonrecurring Charge</u>
Service Order new service, per line	\$ 5.00
PIC change, per line, trunk or port	\$ 5.00
Service Order for rearrangements or changes first line	\$ 35.00

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Service Commission

**4.2 Maintenance Visit Charges**

Maintenance visit charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance visit charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the maintenance visit charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for maintenance of service vary by time per Customer request.

Duration of time, per technician		
Hourly Service Charge	<u>Rate</u>	
	\$35.00	(I)

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**SECTION 4.0 - SERVICE CHARGES AND SURCHARGES**

**4.1 Service Order and Change Charges**

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**4.1.1 Service Order Charge**

	<u>Nonrecurring Charge</u>
Service Order new service, per line	\$ 5.00
PIC change, per line, trunk or port	\$ 5.00
Service Order for rearrangements or changes first line	\$ 35.00

**Missouri Public**

REC'D APR 04 2002

Service Commission

**4.2 Maintenance Visit Charges**

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Maintenance visit charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the maintenance visit charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for maintenance of service vary by time per Customer request.

Duration of time, per technician

	<u>Rate</u>
Hourly Service Charge	\$28.00

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by *SRS*  
Public Service Commission  
MISSOURI

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**SECTION 4.0 - SERVICE CHARGES AND SURCHARGES (continued)**

**4.3 Reconnection of Service**

A reconnect charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration (delinquent reconnect) of the suspended service and facilities is arranged. There is a separate restoration charge for ordinary reconnects when, after disconnection of service, service is later re-installed.

	<u>Rate</u>	
Delinquent Reconnect Service Charge - Business	45.00	
Delinquent Reconnect Service Charge - Residential	45.00	
Reconnect Service Charge - Business (per line)	25.00	(R)
Reconnect Service Charge - Residential (per line)	25.00	(I)

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SECTION 4.0 - SERVICE CHARGES AND SURCHARGES (continued)

4.3 Reconnection of Service

A reconnect charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration (delinquent reconnect) of the suspended service and facilities is arranged. There is a separate restoration charge for ordinary reconnects when, after disconnection of service, service is later re-installed.

	<u>Rate</u>
Delinquent Reconnect Service Charge - Business	45.00
Delinquent Reconnect Service Charge - Residential	45.00
Reconnect Service Charge - Business (per line)	45.00
Reconnect Service Charge - Residential (per line)	15.00

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS**  
**Service Commission**

**5.1 General**

**5.1.1 Services Offered**

The following network services are available to customers.

- Local Exchange Service
- Optional Calling Features
- Listing Services (including Non-published and Non-list Services)
- Directory Assistance
- Operator Services
- Direct Inward Dial (DID) Service
- Centrex Services
- Vanity Telephone Numbers
- ISDN PRI Services
- PBX Trunk Service
- Miscellaneous Services

**5.1.2 Application of Rates**

All services offered in this tariff are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated nonrecurring and monthly recurring charges.

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (continued)**

**Service Commission**

**5.2 Local Exchange Services**

Local Exchange Services consist of the services offered pursuant to this tariff. Local Exchange Services provide a Customer with a connection to the public switched network which enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
  - B. access interLATA/interstate, intraLATA/interstate and international calling services provided by the Company or by other certificated common carriers;
  - C. access the Company's operator and customer service center for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling, to the extent available. There is no charge for accessing 9-1-1 service.
1. The Company is obligated to supply the E-911 service provider in the Company's service area with accurate information necessary to update the E-911 database at the time the Company submits Customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
  2. At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 9-1-1 service provider's equipment in order to accurately and properly update the database for 9-1-1.
  3. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the 9-1-1 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
  4. The Company will collect 9-1-1 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

Service Commission

**5.2 Local Exchange Services (Cont'd)**

Local Exchange Services can be used to originate calls to other telephone companies' caller-paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services can be blocked by the Company's switch at the Customer's request.

Local Exchange Service provides an individual access line for the transmission of two-way switched voice or data communication within a local calling area. The individual access line is the connecting facility between a Customer's premises and a serving central office that provides Customer access to the switched network for placing and receiving calls. The individual access line also enables the Customer to access the service of long distance carriers. The Company will allow Customers the choice of both intraLATA and interLATA interexchange carriers.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**  
Service Commission**5.3 Optional Calling Features**

The following optional call features are offered where available. For the option service price lists see Section 6.

**5.3.1 Feature Descriptions**

- A. Anonymous Call Rejection** allows customers to automatically reject calls that have been blocked or marked anonymous by the calling party. With this service, the called customer's telephone will not ring and the calling party will be sent to a recording stating the called party does not accept anonymous calls, please remove the block and call again. The feature may be turned on or off by the end-user by dialing the appropriate feature control code.
- B. Call Blocker** allows the end-user to automatically block incoming calls from end user pre-selected telephone numbers programmed into the features screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end user controls when the feature is active, and can add or remove calling numbers from the features screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list.
- C. Call Transfer Disconnect** allows the transfer of an existing call to a third party. The initiator of the transfer may hang up, leaving the caller and the third party connected.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

**5.3 Optional Calling Features (continued)**

**Missouri Public**

**5.3.1 Feature Descriptions (continued)**

**REC'D APR 04 2002**

**C. Reserved for Future Use**

**Service Commission**

**D. Speed Calling (8-code list)** Enables a customer to place calls to other telephone numbers by dialing a code rather than the complete telephone number. The 8-code capacity and/or the 30-code capacity can be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunt groups.

**E. Speed Calling (30-code list)** Enables a customer to place calls to other telephone numbers by dialing a code rather than the complete telephone number. The 30-code capacity and/or the 8-code capacity can be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunt groups.

**F. Call Forwarding** enables the customer to transfer all incoming calls to another telephone number within the exchange or to a long distance location. The Call Forward All Calls customer is responsible for the payment of any toll charges for each call that is forwarded and answered at the forwarded location.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**  
Missouri Public**5.3 Optional Calling Features (continued)**

REC'D APR 04 2002

**5.3.1 Feature Descriptions (continued)**

## Service Commission

- G. Remote Access to Call Forwarding** permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-users exchange line or remotely from some other line.
- H. Call Return** allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check to see if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed.
- I. Call Trace** = Customers receiving annoying or anonymous calls may request: A telephone number change, which will be provided at no charge by the Company or the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial an activation code to automatically request that the following information be recorded: The originating telephone number; the date and time of the call; and the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact the Company for further instructions. Activation of Call Trace never authorizes the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.
- J. Call Waiting/Cancel Call Waiting** provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

**Missouri Public**

**5.3 Optional Calling Features (continued)**

**REC'D APR 04 2002**

**5.3.1 Feature Descriptions (continued)**

**Service Commission**

**K. Call Waiting – ID** allows for the display of the name and/or number of a new caller when user is already talking on the telephone and receives another phone call on the customers CPE and allows the customers to decide to answer the new incoming call or not.

**L. Call Waiting ID Options** allows Call Waiting ID customers to identify the name and/or number of an incoming caller when they are already talking on the telephone and receive another phone call. Call Waiting ID Options – Telephone will display the name and/or number of the person calling. Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer’s equipment as menu options. The available options for the disposition of the second caller include:

- Talk to the second caller
- Provide the caller with a busy announcement
- Forward the call to a “wait a minute” or “call me back” message
- Route the new call to a voice mailbox
- Allow the caller to join the call in progress

Call Waiting ID Options is subject to the following limitations:

- Customers must also subscribe to Call Waiting, Caller ID Name and Number, and Call Waiting ID.
- Customers are responsible for furnishing their own equipment, which would include the functionality necessary to execute the features of Call Waiting ID Options.
- Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)** **Missouri Public**

**5.3 Optional Calling Features (continued)**

REC'D APR 04 2002

**5.3.1 Feature Descriptions (continued)**

Service Commission

- M. Caller ID** enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, to only the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)****5.3 Optional Calling Features (continued)****Missouri Public****5.3.1 Feature Descriptions (continued)****REC'D APR 04 2002****M. Caller ID (continued)****Service Commission**

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (Missouri Public****5.3 Optional Calling Features (continued)**

REC'D APR 04 2002

**5.3.1 Feature Descriptions (continued)**

Service Commission

- N. Auto Redial** permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. This feature is also available on a Per Use Basis. Instead of paying a monthly rate, the customer will be charged for each activation (up to a maximum amount per billing cycle).
- O. Call Forward Busy & Call Forward Don't Answer** automatically redirects all incoming calls to another telephone number or to Voice Mail when the line is not answered within a specified amount of time or rings, or when a busy condition is encountered. These features are fixed and the Company must be contacted to change the forwarded to number.
- P. Priority Call** provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting) when the customer is called from selected and programmed telephone numbers. The customer is responsible for programming and maintaining the telephone number screening list by dialing a feature code.
- Q. Simultaneous Call Forwarding** provides the customers that also subscribe to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer must subscribe to sufficient facilities to adequately handle the forwarded calls without impairing any services offered by the company. The Simultaneous Call Forwarding customer is responsible for the payment of toll charges for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)****5.3 Optional Calling Features (continued)**

REC'D APR 04 2002

**5.3.1 Feature Descriptions (continued)**

Service Commission

- R. Personalized Ring** - This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to three additional numbers assigned to a single line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
- S. Selective Call Forwarding** permits the end-user to automatically forward to another number, calls received from other pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the features screening list.
- T. Call Announcer** gives the customers options on how to handle incoming calls that have been identified as either anonymous, out of area, unavailable or private, before their phone rings. These calls are intercepted and a recording is played informing the caller that the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller will be asked to record their name or the company that they represent. If the caller complies, the call will be completed. If the caller chooses not to comply, the call will be disconnected.

After the caller identifies who they are, the customer's telephone will ring and their Caller ID equipment will register a "Call Announcer" message to indicate they are receiving a screened call. The customer will then hear a recording of the caller's name (or the name of the company they represent). After the caller is identified, the customer may elect one of the following options"

1. Accept the call.
2. Decline the call by sending the caller to a pre-recorded announcement.
3. Decline a sales/telemarketing call by sending the caller to a pre-recorded announcement which requests that the solicitors remove the customer's name from their lists and not call again.
4. Send the caller to Voice Mail.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

**5.3 Optional Calling Features (continued)**

**Missouri Public**

**5.3.1 Feature Descriptions (continued)**

**REC'D APR 04 2002**

**T. Call Announcer (continued)**

**Service Commission**

If no action is taken, the call will be directly forwarded to Voice Mail. If the customer does not have voice mail, then Call Announcer will intercept the call after the sixth ring and advise the caller that the customer is unavailable.

This service is subject to the following conditions:

- a. The customer must subscribe to Calling Name and Number Delivery.
- b. The customer's line must be equipped with touch-tone.
- c. Privacy Manager and Anonymous Call Rejection cannot both work on the same line.

**U. 3-Way Calling** permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

**Missouri Public**

**5.3 Optional Calling Features (continued)**

**REC'D APR 04 2002**

**5.3.2 Feature Packages**

**A. Custom Calling Package**

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See Section 6 page 4, for the different Optional Feature Packages

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**  
Service Commission**5.4 Listing Services**

For each Customer of Company-provided exchange service, the Company shall list the Customer's main billing telephone number in the directory published by the dominant local exchange carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

**5.4.1 Nonpublished Service**

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

**5.4.2 Nonlisted Service**

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

**5.5 Directory Assistance**

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are given a maximum of 2 listings per each call to Directory Assistance.

**5.6 Operator Services**

The Company's operator services are provided to customers through an agreement with the LEC. Operator services include the completion of collect, station-to-station, person-to-person, and credit card calls with the assistance of a Carrier operator.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

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**5.7 Direct Inward Dial**

**Service Commission**

- A. Direct Inward Dialing (DID) permits incoming dialed calls from the exchange network to reach a special number within a customer system without the assistance of an attendant.
- B. This service is subject to the availability of existing equipment and facilities. Construction charges will apply if additional equipment or facilities are required in the Central Office to provide this service. When equipment or service for a special type is required and provided, rates and charges based on the additional costs involved to meet the requirements of each case shall apply.
- C. Digital Central Offices -- The Telephone Company assigns station numbers for DID in blocks of 20 numbers in all digital central offices.
- D. Customers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.
- E. The rates and charges specified are in addition to the applicable trunk rate or other rates and charges for other services or facilities with which this service is associated. It is the customer's responsibility to ensure that the CPE selected is compatible to operate with DID service.

**5.8 Centrex Services**

See Section 12 for Centrex Services

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)**

**5.9 PBX Trunk Service**

PBX Trunk Service is an analog, analog DID, digital, or digital DID facility provided on a per DS-0 channel basis. PBX Trunk Service is intended for use with most PBXs and some key systems.

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**5.10 Miscellaneous Services**

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**5.10.1 900 & 976 Call Blocking/Unblocking**

Service Commission

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit. No charge applies to Pay Per Call Blocking ordered within 90 days of initiating service. A nominal charge applies to subsequent orders to initiate or deactivate Pay Per Call Blocking or Unblocking.

**5.10.2 Presubscription Services**

This service provides for the presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carriers selected by the Customer. See Section 9 of this tariff.

**5.11 Vanity Telephone Numbers**

At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions of this tariff.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)****5.12 ISDN PRI Service**

ISDN PRI Service provides access to and from the Public Switched Telephone Network for circuit-switched voice (CSV) and circuit switched data (CSD) communications. ISDN PRI Service is provided using Integrated Services Digital Network (ISDN) architecture. ISDN services available with ISDN PRI Service use Primary Rate Interface (PRI) technology. ISDN PRI Service employs a 1.544 Mbps facility typically divided into 23 B channels and 1 D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. These services are subject to availability of facilities and equipment.

**5.13 Fill-the-T Service**

Fill-the-T service is a high capacity DS1 service available to business customers whereby the customer allocates the DS1 channel assignments between voice or data, depending on the customer's needs and specifications.

**(N) 5.14 Flex - T Service**

Flex - T is a bundled product consisting of a high capacity DS1 service available to business customers that allows the customer to utilize a minimum of 16 channels up to a maximum of 24 channels for voice and/or data, and combines this with long distance minute packages of 1000 to 40,000 minutes.

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**SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)****5.12 ISDN PRI Service**

ISDN PRI Service provides access to and from the Public Switched Telephone Network for circuit-switched voice (CSV) and circuit switched data (CSD) communications. ISDN PRI Service is provided using Integrated Services Digital Network (ISDN) architecture. ISDN services available with ISDN PRI Service use Primary Rate Interface (PRI) technology. ISDN PRI Service employs a 1.544 Mbps facility typically divided into 23 B channels and 1 D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. These services are subject to availability of facilities and equipment.

**(N) 5.13 Fill-the-T Service**

Fill-the-T service is a high capacity DS1 service available to business customers whereby the customer allocates the DS1 channel assignments between voice or data, depending on the customer's needs and specifications.

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SECTION 5.0 - NETWORK SERVICE DESCRIPTIONS (continued)

Service Commission

5.12 ISDN PRI Service

ISDN PRI Service provides access to and from the Public Switched Telephone Network for circuit-switched voice (CSV) and circuit switched data (CSD) communications. ISDN PRI Service is provided using Integrated Services Digital Network (ISDN) architecture. ISDN services available with ISDN PRI Service use Primary Rate Interface (PRI) technology. ISDN PRI Service employs a 1.544 Mbps facility typically divided into 23 B channels and 1 D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. These services are subject to availability of facilities and equipment.

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**SECTION 6.0 - LOCAL SERVICES PRICE LIST**

**6.1 Standard Local Service**

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

		Monthly <u>Rate</u>
(T)	<b>6.1.1 Residential</b> Standard Local Service, per line: (Includes Principle Zone, MCA-1 & MCA-2)	\$12.75
	Non-recurring installation charge	\$45.00 <sup>1 2</sup>
(T)	<b>6.1.2 Business</b> Standard Local Service, per line: (Includes Principle Zone, MCA-1 & MCA-2)	\$31.95
	Non-recurring installation charge	\$50.00 <sup>1 2</sup>
(N)	<b>6.1.3 Everest Unlimited</b>	

The Everest Unlimited plan includes Residential Local Service, unlimited long distance, Caller ID, Call Waiting, Call Waiting ID and Wireshield.

Monthly Rate	\$39.95
Non-recurring installation charge	N/A

<sup>1</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

<sup>2</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply.

Issued: November 13, 2006

Effective: November 24, 2006

**SECTION 6.0 - LOCAL SERVICES PRICE LIST**

**6.1 Standard Local Service**

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	<u>Monthly Rate</u>	
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$12.75	
Non-Recurring Charge	\$45.00 <sup>2</sup>	
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$31.95	(I)
Non-Recurring Charge	\$50.00 <sup>3</sup>	

<sup>2</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

<sup>3</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply.

Issued: March 8, 2005

Effective: ~~April 7, 2005~~

April 11, 2005

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

**Cancelled**

November 24, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

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**SECTION 6.0 - LOCAL SERVICES PRICE LIST****6.1 Standard Local Service**

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	Monthly Rate	
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$12.75	(1)
Non-Recurring Charge	\$45.00 <sup>2</sup>	
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$26.95	
Non-Recurring Charge	\$50.00 <sup>3</sup>	

**CANCELLED**

April 11, 2005

**MISSOURI PUBLIC  
SERVICE COMMISSION**


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<sup>2</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

<sup>3</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply.

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 Issued: January 16, 2004

Effective: February 16, 2004

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

**SECTION 6.0 - LOCAL SERVICES PRICE LIST**

**Missouri Public  
Service Commission**

**6.1 Standard Local Service**

**REC'D JUN 06 2003**

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	<u>Monthly Rate</u>
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$10.95
Non-Recurring Charge	\$45.00 <sup>1</sup>
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$26.95
Non-Recurring Charge	\$50.00 <sup>2</sup>

**CANCELLED**

**FEB 16 2004**

By *LH RS 1*  
**Public Service Commission  
MISSOURI**

<sup>1</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

<sup>2</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply. (1)

Issued: June 6, 2003

Effective: July 6, 2003

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

**Missouri Public  
Service Commission**

**FILED JUL 06 2003**

SECTION 6.0 - LOCAL SERVICES PRICE LIST

Missouri Public  
Service Commission

6.1 Standard Local Service

REC'D MAR 07 2003

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	Monthly Rate	
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$10.95	
Non-Recurring Charge	\$45.00 <sup>1</sup>	
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$26.95	
Non-Recurring Charge	\$50.00 <sup>2</sup>	(C)

CANCELLED

JUL 08 2003  
3rd RSI  
Public Service Commission  
MISSOURI

<sup>1</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

<sup>2</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$50.00 per hour may apply. (N)  
(N)

Issued: March 7, 2003

Effective: April 7, 2003

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

Missouri Public  
Service Commission

FILED APR 07 2003

SECTION 6.0 - LOCAL SERVICES PRICE LIST

Missouri Public Service Commission

6.1 Standard Local Service

REC'D NOV 25 2002

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	Monthly Rate	
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$10.95	
Non-Recurring Charge	\$45.00 <sup>1</sup>	(I)(T)
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$26.95	
Non-Recurring Charge	\$50.00	

CANCELLED

APR 07 2003

by ZndRS1  
Public Service Commission  
MISSOURI

<sup>1</sup> If there is no Everest Midwest network interface device (NID) present or Everest Midwest local distribution loop existing to serve the customer, the installation charge is \$199.00. Exception: Customer purchase of service bundle including cable or cable and internet.

(N)  
|  
(N)

Issued: November 25, 2002

Effective: January 1, 2003

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

Missouri Public Service Commission

FILED JAN 6 1 2003

REC'D APR 04 2002

**SECTION 6.0 - LOCAL SERVICES PRICE LIST**  
**Service Commission**

**6.1 Standard Local Service**

Recurring charges for Standard Local Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

	Monthly Rate
Standard Local Service, per line: <b>Residential</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$10.95
Non-Recurring Charge	\$35.00
Standard Local Service, per line: <b>Business</b> (Includes Principle Zone, MCA-1 & MCA-2)	\$26.95
Non-Recurring Charge	\$50.00

**CANCELLED**

JAN. 01 2003  
 1st RS 1  
 Public Service Commission  
 MISSOURI

**Missouri Public**

FILED MAY 04 2002

Service Commission

Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President  
 Everest Midwest Licensee LLC  
 4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)****(T) 6.1.4 Suspension of Service – Initiated by the Customer**

Suspension of service is available for a period up to six months to customers for residential or small home based service. Neither outward nor inward calling is provided during periods of suspension.

Rate reduction during the period of suspension shall be 50% of the regular monthly charge for the local exchange service suspended. Customers will have the option of maintaining any personalized ring number at 50% of the regular monthly charge. All other rates and services associated with the local exchange access service will be suspended with the exception of Trailnotes (voice mail). The customer will have the option of maintaining this service at the regular monthly rate.

Services will be suspended upon sufficient notice from the customer. Service will not be suspended on Saturdays, Sundays or holidays. The reduced monthly charge(s) is effective from the day the service is placed on suspension provided it is suspended for at least one full month. When the suspension period covers less than one month, the charges are prorated. Bills are rendered with the reduced rate at regular billing dates during the period of suspension.

At the request of the customer, calling parties are advised of the telephone number of a station designated by the customer at which he may be reached or his calls received. In view of the possibility of errors, arrangements for advising calling parties of the telephone number or a station at which the customer may be reached or his calls received are made with the understanding that the customer assumes all risk in connection therewith, and that no liability attaches to Everest by reason of failure to complete the particular call.

The following service charges will apply for temporary suspension of service at the customer's request.

Service Charge	\$6.00
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**(T) 6.1.5 Restoration of Service – Initiated by the Customer**

Suspended service will be restored upon sufficient notice from the customer. Service will not be restored on Saturdays, Sundays or holidays.

Service Charge	\$6.00
----------------	--------

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Issued: November 13, 2006

Effective: November 24, 2006

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.1.1 Suspension of Service – Initiated by the Customer**

(N)

Suspension of service is available for a period up to six months to customers for residential or small home based service. Neither outward nor inward calling is provided during periods of suspension.

Rate reduction during the period of suspension shall be 50% of the regular monthly charge for the local exchange service suspended. Customers will have the option of maintaining any personalized ring number at 50% of the regular monthly charge. All other rates and services associated with the local exchange access service will be suspended with the exception of Trailnotes (voice mail). The customer will have the option of maintaining this service at the regular monthly rate.

Services will be suspended upon sufficient notice from the customer. Service will not be suspended on Saturdays, Sundays or holidays. The reduced monthly charge(s) is effective from the day the service is placed on suspension provided it is suspended for at least one full month. When the suspension period covers less than one month, the charges are prorated. Bills are rendered with the reduced rate at regular billing dates during the period of suspension.

At the request of the customer, calling parties are advised of the telephone number of a station designated by the customer at which he may be reached or his calls received. In view of the possibility of errors, arrangements for advising calling parties of the telephone number or a station at which the customer may be reached or his calls received are made with the understanding that the customer assumes all risk in connection therewith, and that no liability attaches to Everest by reason of failure to complete the particular call.

The following service charges will apply for temporary suspension of service at the customer's request.

Service Charge \$6.00

**Restoration of Service – Initiated by the Customer**

Suspended service will be restored upon sufficient notice from the customer. Service will not be restored on Saturdays, Sundays and holidays.

Service Charge \$6.00

(N)

Issued: October 24, 2002

Effective: November 25, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**Cancelled**

November 24, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

REC'D APR 04 2002

SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

Service Commission

6.2 Optional Calling Plans

RESIDENTIAL

Reserved for Future Use

BUSINESS

Reserved for Future Use

CANCELLED

NOV 25 2002

KRS 2  
Public Service Commission  
MISSOURI

Missouri Public

FILED MAY 04 2002

Service Commission

Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.2 Optional Calling Plans**

**RESIDENTIAL**

Reserved for Future Use

**BUSINESS**

Reserved for Future Use

**6.3 Optional Calling Features**

The features in this section are made available on an individual basis or as part of a multiple feature package. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all uses in some cases.

The following optional calling features are offered to customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline customers must order the appropriate number of features based on the number of lines which will have access to the feature.

		<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>		
		<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>	
1.	Call Forwarding	\$2.00	\$4.00	\$6.00	\$14.00	
2.	Call Announcer	\$2.00	\$3.00	\$6.00	\$14.00	
3.	Remote Access to Call Forwarding	\$1.00	\$2.00	\$6.00	\$14.00	
4.	Selective Call Forwarding	\$2.00	\$3.00	\$6.00	\$14.00	
	Per Activation (a)	\$0.50	\$0.50			(N)
5.	Call Waiting/Cancel Call Waiting	\$3.00	\$5.00	\$6.00	\$14.00	
6.	Personalized Ring	\$4.00	\$5.00	\$6.00	\$14.00	
7.	Priority Call	\$2.00	\$3.00	\$6.00	\$14.00	
8.	3-Way Call	\$2.00	\$3.00	\$6.00	\$14.00	
	Per Activation (a)	\$0.50	\$0.50			(N)
9.	Speed Calling					
	8 Number Code	\$2.00	\$3.00	\$6.00	\$14.00	
	30 Number Code	\$2.50	\$2.50	\$6.00	\$14.00	
10.	Call Return	\$2.00	\$3.00	\$6.00	\$14.00	
	Per Activation (a)	\$0.50	\$0.50			
11.	Auto Redial	\$2.00	\$3.00	\$6.00	\$14.00	
	Per Activation (a)	\$0.50	\$0.50			

Issued: March 7, 2003

Effective: April 7, 2003

Kevin Anderson, President  
 Everest Midwest Licensee LLC  
 4740 Grand, Suite 200, Kansas City, MO 64112

**Filed**  
**MO PSC**

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.2 Optional Calling Plans**

RESIDENTIAL

Reserved for Future Use

BUSINESS

Reserved for Future Use

(M)

(M)

Missouri Public  
Service Commission  
**CANCELLED**  
**REC'D OCT 24 2002**  
**APR 07 2003**  
By **2nd RS 3**  
Public Service Commission  
**MISSOURI**

**6.3 Optional Calling Features**

The features in this section are made available on an individual basis or as part of a multiple feature package. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all uses in some cases.

The following optional calling features are offered to customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline customers must order the appropriate number of features based on the number of lines which will have access to the feature.

		<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
		<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>
1.	Call Forwarding	\$2.00	\$4.00	\$6.00	\$14.00
2.	Call Announcer	\$2.00	\$3.00	\$6.00	\$14.00
3.	Remote Access to Call Forwarding	\$1.00	\$2.00	\$6.00	\$14.00
4.	Selective Call Forwarding	\$2.00	\$3.00	\$6.00	\$14.00
5.	Call Waiting/Cancel Call Waiting	\$3.00	\$5.00	\$6.00	\$14.00
6.	Personalized Ring	\$4.00	\$5.00	\$6.00	\$14.00
7.	Priority Call	\$2.00	\$3.00	\$6.00	\$14.00
8.	3-Way Call	\$2.00	\$3.00	\$6.00	\$14.00
9.	Speed Calling				
	8 Number Code	\$2.00	\$3.00	\$6.00	\$14.00
	30 Number Code	\$2.50	\$2.50	\$6.00	\$14.00
10.	Call Return	\$2.00	\$3.00	\$6.00	\$14.00
	Per Activation (a)	\$0.50	\$0.50		
11.	Auto Redial	\$2.00	\$3.00	\$6.00	\$14.00
	Per Activation (a)	\$0.50	\$0.50		

Issued: October 24, 2002

Effective: November 25, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**Missouri Public  
Service Commission**

**FILED NOV 25 2002**

REC'D APR 04 2002

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**  
**Service Commission**

**6.3 Optional Calling Features**

The features in this section are made available on an individual basis or as part of a multiple feature package. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all uses in some cases.

The following optional calling features are offered to customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline customers must order the appropriate number of features based on the number of lines which will have access to the feature.

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>
1. Call Forwarding	\$2.00	\$4.00	\$6.00	\$14.00
2. Call Announcer	\$2.00	\$3.00	\$6.00	\$14.00
3. Remote Access to Call Forwarding	\$1.00	\$2.00	\$6.00	\$14.00
4. Selective Call Forwarding	\$2.00	\$3.00	\$6.00	\$14.00
5. Call Waiting/Cancel Call Waiting	\$3.00	\$5.00	\$6.00	\$14.00
6. Personalized Ring	\$4.00	\$5.00	\$6.00	\$14.00
7. Priority Call	\$2.00	\$3.00	\$6.00	\$14.00
8. 3-Way Call	\$2.00	\$3.00	\$6.00	\$14.00
9. Speed Calling				
8 Number Code	\$2.00	\$3.00	\$6.00	\$14.00
30 Number Code	\$2.50	\$2.50	\$6.00	\$14.00
10. Call Return	\$2.00	\$3.00	\$6.00	\$14.00
Per Activation (a)	\$0.50	\$0.50		
11. Auto Redial	\$2.00	\$3.00	\$6.00	\$14.00
Per Activation (a)	\$0.50	\$0.50		

**CANCELLED**

NOV 25 2002  
 LRS3  
 Public Service Commission  
 MISSOURI

Missouri Public

FILED MAY 04 2002

Service Commission

Issued: April 4, 2002

Effective: May 4, 2002

Kevin Anderson, President  
 Everest Midwest Licensee LLC  
 4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.3 Optional Calling Features (continued)**

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>
12. Call Forward Busy	\$1.00	\$2.50	\$15.00	\$15.00
13. Call Forward No Answer	\$1.00	\$2.50	\$15.00	\$15.00
14. Caller ID (Name & Number)	\$7.00	\$8.50	\$6.00	\$14.00
15. Anonymous Call Rejection	\$1.50	\$2.00	\$6.00	\$14.00
16. Call Trace	*\$5.00	*\$5.00		
17. Call Waiting ID with Options	\$1.00	N/A	\$6.00	N/A
18. Call Blocker	\$2.00	\$3.00	\$6.00	\$14.00
Per Activation (a)	\$0.50	\$0.50		
19. Simultaneous Call Forwarding	\$4.00	\$4.00	\$6.00	\$14.00
20. "Top Ten" Optional Feature Package	\$18.95	\$18.95	\$6.00	\$14.00
21. "Top Five" Optional Feature Package	\$12.95	\$15.95	\$6.00	\$14.00
22. "Top Three" Optional Feature Package	\$9.95	\$10.95	\$6.00	\$14.00
23. Call Transfer Disconnect	N/A	\$15.00	N/A	\$14.00
24. Call Forward Busy and No Answer	\$1.00	\$4.00	\$15.00	\$15.00

(I)

Note: Other discounts may apply to the Optional Calling Features

"Top Ten" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Call Forwarding, Speed Call 8, Remote Access to Call Forwarding, Anonymous Call Rejection, Auto Redial, 3-Way Calling, Call Return & Call Waiting ID/Call Waiting ID Options

"Business Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Forwarding, Speed Call 8, Remote Access to Call Forwarding & Auto Redial

"Business Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting & 3-Way Calling

"Residential Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Speed Call 8, Call Waiting ID & 3-Way Calling

"Residential Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting & Call Waiting ID

\* Per Successful Activation

(a) Maximum charge per billing cycle = \$4.00

Issued: April 29, 2005

Effective: June 1, 2005

Philip Spencer, President  
 Everest Midwest Licensee LLC  
 9647 Lackman Road, Lenexa, KS. 66219

**Filed**  
**MO PSC**

# CANCELLED

Everest Midwest Licensee LLC

June 1, 2005

## MISSOURI PUBLIC SERVICE COMMISSION

Missouri P.S.C. Tariff No. 5

Section 6

3<sup>rd</sup> Revised Page 4

Replacing 2<sup>nd</sup> Revised Page 4

### SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

#### 6.3 Optional Calling Features (continued)

		Monthly Rate		Non-Recurring Charge	
		Res.	Bus.	Res.	Bus.
12.	Call Forward Busy	\$1.00	\$2.50	\$15.00	\$15.00
13.	Call Forward No Answer	\$1.00	\$2.50	\$15.00	\$15.00
14.	Caller ID (Name & Number)	\$7.00	\$5.00	\$6.00	\$14.00
15.	Anonymous Call Rejection	\$1.50	\$2.00	\$6.00	\$14.00
16.	Call Trace	*\$5.00	*\$5.00		
17.	Call Waiting ID with Options	\$1.00	N/A	\$6.00	N/A
18.	Call Blocker	\$2.00	\$3.00	\$6.00	\$14.00
	Per Activation (a)	\$0.50	\$0.50		
19.	Simultaneous Call Forwarding	\$4.00	\$4.00	\$6.00	\$14.00
20.	"Top Ten" Optional Feature Package	\$18.95	\$18.95	\$6.00	\$14.00
21.	"Top Five" Optional Feature Package	\$12.95	\$15.95	\$6.00	\$14.00
22.	"Top Three" Optional Feature Package	\$9.95	\$10.95	\$6.00	\$14.00
23.	Call Transfer Disconnect	N/A	\$15.00	N/A	\$14.00
24.	Call Forward Busy and No Answer	\$1.00	\$4.00	\$15.00	\$15.00

Note: Other discounts may apply to the Optional Calling Features

"Top Ten" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Call Forwarding, Speed Call 8, Remote Access to Call Forwarding, Anonymous Call Rejection, Auto Redial, 3-Way Calling, Call Return & Call Waiting ID/Call Waiting ID Options

"Business Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Forwarding, Speed Call 8, Remote Access to Call Forwarding & Auto Redial

"Business Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting & 3-Way Calling

"Residential Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Speed Call 8, Call Waiting ID & 3-Way Calling

"Residential Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting & Call Waiting ID

\* Per Successful Activation

(a) Maximum charge per billing cycle = \$4.00

April 11, 2005

Issued: March 8, 2005

Effective: ~~April 7, 2005~~

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

# CANCELLED

Everest Midwest Licensee LLC

April 11, 2005

Missouri P.S.C. Tariff No. 5

Section 6

## MISSOURI PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised Page 4

Replacing 1<sup>st</sup> Revised Page 4

### SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

#### 6.3 Optional Calling Features (continued)

		<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>		
		<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>	
12.	Call Forward Busy	\$1.00	\$2.50	\$15.00	\$15.00	
13.	Call Forward No Answer	\$1.00	\$2.50	\$15.00	\$15.00	
14.	Caller ID (Name & Number)	\$7.00	\$5.00	\$6.00	\$14.00	(I)
15.	Anonymous Call Rejection	\$1.50	\$2.00	\$6.00	\$14.00	
16.	Call Trace	*\$5.00	*\$5.00			
17.	Call Waiting ID with Options	\$1.00	\$3.00	\$6.00	\$14.00	
18.	Call Blocker	\$2.00	\$3.00	\$6.00	\$14.00	
	Per Activation (a)	\$0.50	\$0.50			
19.	Simultaneous Call Forwarding	\$4.00	\$4.00	\$6.00	\$14.00	
20.	"Top Ten" Optional Feature Package	\$18.95	\$18.95	\$6.00	\$14.00	(I)
21.	"Top Five" Optional Feature Package	\$12.95	\$15.95	\$6.00	\$14.00	(I)
22.	"Top Three" Optional Feature Package	\$9.95	\$10.95	\$6.00	\$14.00	(I)
23.	Call Transfer Disconnect	N/A	\$15.00	N/A	\$14.00	
24.	Call Forward Busy and No Answer	\$1.00	\$4.00	\$15.00	\$15.00	

Note: Other discounts may apply to the Optional Calling Features

"Top Ten" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Call Forwarding, Speed Call 8, Remote Access to Call Forwarding, Anonymous Call Rejection, Auto Redial, 3-Way Calling, Call Return & Call Waiting ID/Call Waiting ID Options

"Business Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Forwarding, Speed Call 8, Remote Access to Call Forwarding & Auto Redial

"Business Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting & 3-Way Calling

"Residential Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Speed Call 8, Call Waiting ID & 3-Way Calling

"Residential Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting & Call Waiting ID

\* Per Successful Activation

(a) Maximum charge per billing cycle = \$4.00

Issued: February 8, 2005

Effective: March 10, 2005

Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

# CANCELLED

Everest Midwest Licensee LLC

Missouri P.S.C. Tariff No. 5

March 10, 2005

Section 6

## MISSOURI PUBLIC SERVICE COMMISSION

1<sup>st</sup> Revised Page 4

Replacing Original Page 4

### SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

#### 6.3 Optional Calling Features (continued)

	Monthly Rate		Non-Recurring Charge	
	Res.	Bus.	Res.	Bus.
12. Call Forward Busy	\$1.00	\$2.50	\$15.00	\$15.00
13. Call Forward No Answer	\$1.00	\$2.50	\$15.00	\$15.00
14. Caller ID (Name & Number)	\$3.00	\$5.00	\$6.00	\$14.00
15. Anonymous Call Rejection	\$1.50	\$2.00	\$6.00	\$14.00
16. Call Trace	*\$5.00	*\$5.00		
17. Call Waiting ID with Options	\$1.00	\$3.00	\$6.00	\$14.00
18. Call Blocker	\$2.00	\$3.00	\$6.00	\$14.00
Per Activation (a)	\$0.50	\$0.50		
19. Simultaneous Call Forwarding	\$4.00	\$4.00	\$6.00	\$14.00
20. "Top Ten" Optional Feature Package	\$14.95	\$18.95	\$6.00	\$14.00
21. "Top Five" Optional Feature Package	\$8.95	\$15.95	\$6.00	\$14.00
22. "Top Three" Optional Feature Package	\$5.95	\$10.95	\$6.00	\$14.00
23. Call Transfer Disconnect	N/A	\$15.00	N/A	\$14.00
24. Call Forward Busy and No Answer	\$1.00	\$4.00	\$15.00	\$15.00

(N)

Note: Other discounts may apply to the Optional Calling Features

"Top Ten" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Call Forwarding, Speed Call 8, Remote Access to Call Forwarding, Anonymous Call Rejection, Auto Redial, 3-Way Calling, Call Return & Call Waiting ID/Call Waiting ID Options

"Business Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Forwarding, Speed Call 8, Remote Access to Call Forwarding & Auto Redial

"Business Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting & 3-Way Calling

"Residential Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Speed Call 8, Call Waiting ID & 3-Way Calling

"Residential Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting & Call Waiting ID

\* Per Successful Activation

(a) Maximum charge per billing cycle = \$4.00

Issued: March 7, 2003

Effective: April 7, 2003

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)  
Service Commission

6.3 Optional Calling Features (continued)

	Monthly Rate		Non-Recurring Charge	
	Res.	Bus.	Res.	Bus.
12. Call Forward Busy	\$1.00	\$2.50	\$15.00	\$15.00
13. Call Forward No Answer	\$1.00	\$2.50	\$15.00	\$15.00
14. Caller ID (Name & Number)	\$3.00	\$5.00	\$6.00	\$14.00
15. Anonymous Call Rejection	\$1.50	\$2.00	\$6.00	\$14.00
16. Cal Trace	*\$5.00	*\$5.00		
17. Call Waiting ID with Options	\$1.00	\$3.00	\$6.00	\$14.00
18. Call Blocker	\$2.00	\$3.00	\$6.00	\$14.00
19. Simultaneous Call Forwarding	\$4.00	\$4.00	\$6.00	\$14.00
20. "Top Ten" Optional Feature Package	\$14.95	\$18.95	\$6.00	\$14.00
21. "Top Five" Optional Feature Package	\$8.95	\$15.95	\$6.00	\$14.00
22. "Top Three" Optional Feature Package	\$5.95	\$10.95	\$6.00	\$14.00
23. Call Transfer Disconnect	N/A	\$15.00	N/A	\$14.00
24. Call Forward Busy and No Answer	\$1.00	\$4.00	\$15.00	\$15.00

Note: Other discounts may apply to the Optional Calling Features

"Top Ten" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Call Forwarding, Speed Call 8, Remote Access to Call Forwarding, Anonymous Call Rejection, Auto Redial, 3-Way Calling, Call Return & Call Waiting ID/Call Waiting ID Options

"Business Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Forwarding, Speed Call 8, Remote Access to Call Forwarding & Auto Redial

"Business Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting & 3-Way Calling

"Residential Top Five" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting, Speed Call 8, Call Waiting ID & 3-Way Calling

"Residential Top Three" Optional Feature Package includes = Caller ID (Name & Number), Call Waiting/Cancel Call Waiting & Call Waiting ID

\* Per Successful Activation  
(a) Maximum charge per billing cycle = \$4.00

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Service Commission

Issued: April 4, 2002

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

CANCELLED  
APR 07 2003  
By STRS4  
Public Service Commission  
MISSOURI

Missouri Public

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.4 Direct Inward Dial (DID)**

	<u>Monthly Rate</u>	<u>NRC</u>	
DID – First 10 DID numbers assigned (NDZ)	\$3.00	\$30.00	(I)
- Each additional 10 DID numbers assigned over the initial block of numbers (NDA)	\$3.00	\$30.00	(I)
DID – First 100 DID numbers assigned (NEB)	\$20.00	\$300.00	(I)
- Each additional 100 DID numbers assigned over the initial block of 100 numbers (NEC)	\$20.00	\$300.00	(I)
Number Removal (per DID)	N/A	\$10.00	

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**6.5 Centrex Services**

See Section 12 for Centrex Services

April 11, 2005

Issued: March 8, 2005

Effective: April 7, 2005

Philip Spencer, President  
 Everest Midwest Licensee LLC  
 9647 Lackman Road, Lenexa, KS. 66219

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 MO PSC

REC'D APR 04 2002

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**  
**Service Commission**

**6.4 Direct Inward Dial (DID)**

	<u>Monthly Rate</u>	<u>NRC</u>
DID – First 10 DID numbers assigned (NDZ)	\$3.00	\$25.00
- Each additional 10 DID numbers assigned over the initial block of numbers (NDA)	\$3.00	\$25.00
DID – First 100 DID numbers assigned (NEB)	\$20.00	\$25.00
- Each additional 100 DID numbers assigned over the initial block of 100 numbers (NEC)	\$20.00	\$25.00
Number Removal (per DID)	N/A	\$10.00
DID Trunk Termination		
- with Dial Pulse (DP) Signaling per trunk (NDT)	\$20.00	\$14.00
- with Multi-Frequency (MF) Signaling per trunk (NTP)	\$20.00	\$14.00
- with Dual Tone Multi-Frequency (DTMF) Signaling per trunk (NMD)	\$20.00	\$14.00

**6.5 Centrex Services**

See Section 12 for Centrex Services

**CANCELLED**

April 11, 2005

**MISSOURI PUBLIC  
SERVICE COMMISSION**

Missouri Public

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Service Commission

Issued: April 4, 2002

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

(C) **6.6 PBX / DID/DOD/AIOD Trunk Service**

	Month to Month Contract	12 Month Contract	24 Month Contract	36 Month Contract
Monthly Recurring Rate (per line)	\$31.95	\$27.95	\$25.95	\$23.95
Non-Recurring Charge <sup>4</sup>	\$50.00	\$50.00	\$50.00	\$50.00

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**6.7 Vanity Telephone Numbers**

The following charges will apply for Vanity Telephone Numbers:

Vanity Telephone Number	Nonrecurring Charge \$25.00
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**6.8 Business Line 800 Pricing**

	Month to Month Contract	12 Month Contract	24 Month Contract	
Monthly Recurring Rate (per line)	\$5.00	\$5.00	\$5.00	
IntraState Rate (per minute)	\$0.13	\$0.12	\$0.11	
InterState Rate (per minute)	\$0.07	\$0.065	\$0.06	
Non Recurring Charge (per line)	\$14.00	\$14.00	\$14.00	

(N) **6.9 ISDN PRI Service**

ISDN PRI services are subject to availability of facilities and equipment.

	Month to Month Contract	12 Month Contract	24 Month Contract	36 Month Contract
Monthly Recurring Rate (per line)	\$766.80	\$670.80	\$622.80	\$574.80
Non-Recurring Charge	\$350.00	\$350.00	\$350.00	\$350.00

<sup>4</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply.

April 11, 2005

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Effective: ~~April 7, 2005~~

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.6 PBX Trunk Service**

	<u>Monthly Charges</u>	<u>NRC</u>
Everest Calling Area (Principal Kansas City Zone, MCA 1 & MCA 2)	\$37.95	\$50.00 <sup>3</sup>

**6.7 Vanity Telephone Numbers**

The following charges will apply for Vanity Telephone Numbers:

Vanity Telephone Number	<u>Nonrecurring Charge</u>
	\$25.00

**6.8 Business Line 800 Pricing**

	Month to Month Contract	12 Month Contract	24 Month Contract	
Monthly Recurring Rate (per line)	\$5.00	\$5.00	\$5.00	
IntraState Rate (per minute)	\$0.13	\$0.12	\$0.11	
InterState Rate (per minute)	\$0.07	\$0.065	\$0.06	
Non Recurring Charge (per line)	\$14.00	\$14.00	\$14.00	

**CANCELLED**

April 11, 2005

**MISSOURI PUBLIC  
 SERVICE COMMISSION**

<sup>3</sup> An additional charge of \$170.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$100.00 per hour may apply.

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Issued: June 6, 2003

Effective: July 6, 2003

Philip Spencer, President  
 Everest Midwest Licensee LLC  
 9647 Lackman Road, Lenexa, KS. 66219

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

REC'D MAR 07 2003

**6.6 PBX Trunk Service**

	<u>Monthly Charges</u>	<u>NRC</u>	
Everest Calling Area (Principal Kansas City Zone, MCA 1 & MCA 2)	\$37.95	\$50.00 <sup>3</sup>	(C)

**6.7 Vanity Telephone Numbers**

The following charges will apply for Vanity Telephone Numbers:

	<u>Nonrecurring Charge</u>
Vanity Telephone Number	\$25.00

**6.8 Business Line 800 Pricing**

	Month to Month Contract	12 Month Contract	24 Month Contract
Monthly Recurring Rate (per line)	\$5.00	\$5.00	\$5.00
IntraState Rate (per minute)	\$0.13	\$0.12	\$0.11
InterState Rate (per minute)	\$0.07	\$0.065	\$0.06
Non Recurring Charge (per line)	\$14.00	\$14.00	\$14.00

**CANCELLED**

JUL 06 2003  
 By ZndRS/6  
 Public Service Commission  
 MISSOURI

<sup>3</sup> An additional charge of \$130.00 may apply if the customer misses or reschedules an appointment for a cutover from another local service provider to Everest. Additionally, if a customer requests installation after normal business hours or on weekends or holidays an additional charge of \$50.00 per hour may apply.

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Issued: March 7, 2003

Effective: April 7, 2003

Kevin Anderson, President  
 Everest Midwest Licensee LLC  
 4740 Grand, Suite 200, Kansas City, MO 64112

Missouri Public Service Commission

FILED APR 07 2003

REC'D APR 04 2002

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**6.6 PBX Trunk Service**

**Service Commission**

	<u>Monthly</u> <u>Charges</u>	<u>NRC</u>
Everest Calling Area (Principal Kansas City Zone, MCA 1 & MCA 2)	\$37.95	\$50.00

**6.7 Vanity Telephone Numbers**

The following charges will apply for Vanity Telephone Numbers:

	<u>Nonrecurring</u> <u>Charge</u>
Vanity Telephone Number	\$25.00

**6.8 Business Line 800 Pricing**

	Month to Month Contract	12 Month Contract	24 Month Contract
Monthly Recurring Rate (per line)	\$5.00	\$5.00	\$5.00
IntraState Rate (per minute)	\$0.13	\$0.12	\$0.11
InterState Rate (per minute)	\$0.07	\$0.065	\$0.06
Non Recurring Charge (per line)	\$14.00	\$14.00	\$14.00

**CANCELLED**

APR 07 2003  
By *KPSG*  
Public Service Commission  
MISSOURI

**Missouri Public**

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**Service Commission**

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Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)**

**(T) 6.10 Hunting Line Services - Business**

These services are available to customers where facilities exist.

- A. **Rotary Hunt:** This feature hunts for the first idle line within a prearranged group beginning with the line called and proceeds sequentially through the identified lines until an idle line is found or the last line within the assigned group is reached. Unless the first line is called, only a portion of the group is hunted. If all lines are busy, the caller receives a busy signal.
- B. **Circle Hunt:** This feature permits a complete hunt over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

	Monthly Rate	Installation Charge
Rotary Hunting	\$1.75	\$14.00
Circle Hunting	\$2.00	\$14.00

**(T) 6.11 Telecommunications Service Priority System**

The priority provisioning and restoration of services offered under this local services tariff relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System are pursuant to the regulations and rates as set forth in the Company's Access Service Tariff.

For application in this local services tariff, the regulations, rates, and charges are interpreted to apply on a "per request, per line/trunk" basis.

**(N) 6.12 Fill-the-T Business Service**

<u>Term</u>	<u>Monthly Rate</u>	<u>Non-recurring Installation Charge</u>
1 Year	\$599.95	\$350.00
2 Years	\$549.95	\$350.00
3 Years	\$499.95	\$350.00

Issued: November 13, 2006

Effective: November 24, 2006

REC'D MAY 22 2002

SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

6.9 Hunting Line Services - Business

These services are available to customers where facilities exist.

- A. **Rotary Hunt:** This feature hunts for the first idle line within a prearranged group beginning with the line called and proceeds sequentially through the identified lines until an idle line is found or the last line within the assigned group is reached. Unless the first line is called, only a portion of the group is hunted. If all lines are busy, the caller receives a busy signal.
- B. **Circle Hunt:** This feature permits a complete hunt over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

	Monthly Rate	Installation Charge
Rotary Hunting	\$1.75	\$14.00
Circle Hunting	\$2.00	\$14.00

6.9.1 Telecommunications Service Priority System

The priority provisioning and restoration of services offered under this local services tariff relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System are pursuant to the regulations and rates as set forth in the Company's Access Service Tariff.

For application in this local services tariff, the regulations, rates, and charges are interpreted to apply on a "per request, per line/trunk" basis.

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Service Commission

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Cancelled

November 24, 2006

Missouri Public

Service Commission

Kevin Anderson, President  
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4740 Grand, Suite 200, Kansas City, MO 64112

REC'D APR 04 2002

SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)

Service Commission

6.9 Hunting Line Services - Business

These services are available to customers where facilities exist.

- A. **Rotary Hunt:** This feature hunts for the first idle line within a prearranged group beginning with the line called and proceeds sequentially through the identified lines until an idle line is found or the last line within the assigned group is reached. Unless the first line is called, only a portion of the group is hunted. If all lines are busy, the caller receives a busy signal.
  
- B. **Circle Hunt:** This feature permits a complete hunt over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

	Monthly Rate	Installation Charge
Rotary Hunting	\$1.75	\$14.00
Circle Hunting	\$2.00	\$14.00

**CANCELLED**

JUN 21 2002  
 by *ISRS 7*  
 Public Service Commission  
 MISSOURI

Missouri Public

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Service Commission

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Effective: May 4, 2002

Kevin Anderson, President  
 Everest Midwest Licensee LLC  
 4740 Grand, Suite 200, Kansas City, MO 64112

**SECTION 6.0 - LOCAL SERVICES PRICE LIST (continued)****(N) 6.13 Flex - T Business Service**

The minimum number of channels that may be ordered with any Flex – T service package is 16.

	Month to Month Contract	12 Month Contract	24 Month Contract	36 Month Contract
16 Channels with 1000 Long Distance Minutes <sup>5</sup>	\$449.95	\$399.95	\$349.95	\$299.95
16 Flex to 24 Channels with 2000 Long Distance Minutes	\$549.95	\$499.95	\$449.95	\$399.95
16 Flex to 24 Channels with 5000 Long Distance Minutes	\$649.95	\$599.95	\$549.95	\$499.95
16 Flex to 24 Channels with 10,000 Long Distance Minutes	\$749.95	\$699.95	\$649.95	\$599.95
16 Flex to 24 Channels with 20,000 Long Distance Minutes	\$949.95	\$899.95	\$849.95	\$799.95
16 Flex to 24 Channels with 40,000 Long Distance Minutes	\$1249.95	\$1199.95	\$1149.95	\$1099.95

<sup>5</sup> Only 16 channels are available with this package. Any channels over 16 are charged existing Fill-the-T channel costs.

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Effective: January 27, 2008

REC'D APR 04 2002

**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**  
**Service Commission**

**7.1 Directory Listings**

**7.1.1 General**

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the directory assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company may use abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as company, shop, agency, works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

**Missouri Public**

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**Service Commission**

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Effective: May 4, 2002

Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

CANCELLED  
February 15, 2010  
Missouri Public  
Service Commission  
TN-2010-0208; YC-2010-0451

**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**

**7.1 Directory Listings (continued)**

**7.1.2 Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the white pages of the telephone directory and in the Company's directory assistance records.

**7.1.3 Free Listings**

One listing for each individual line service, auxiliary line or PBX system are provided at no additional charge to the Customer.

**7.1.4 Rates for Additional Listings**

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided under Section 7.1.3

Type of Listing	Monthly Charge
- Each Additional Listing	\$2.50
- First Line	\$2.50
- Night, Sundays & Holidays	\$2.50
- Listings Indented under calling instructions	\$2.50
- Alternate Listings	\$2.50
- Foreign Listings	\$2.50

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There is a **\$5.00 Non-Recurring Charge** for the above Additional & Alternate listings.

These rates pertain to customers who establish new service or to existing customers who add or change their nights, Sundays, or holidays' listings or listings indented under calling instructions.

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**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**

**7.1 Directory Listings (continued) Service Commission**

**7.1.2 Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the white pages of the telephone directory and in the Company's directory assistance records.

**7.1.3 Free Listings**

One listing for each individual line service, auxiliary line or PBX system are provided at no additional charge to the Customer.

**7.1.4 Rates for Additional Listings**

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided under Section 7.1.3

Type of Listing	Monthly Charge
- Each Additional Listing	\$0.50
- First Line	\$0.50
- Night, Sundays & Holidays	\$0.50
- Listings Indented under calling instructions	\$0.50
- Alternate Listings	\$0.50

There is a **\$5.00 Non-Recurring Charge** for the above Additional & Alternate listings.

These rates pertain to customers who establish new service or to existing customers who add or change their nights, Sundays, or holidays' listings or listings indented under calling instructions.

Missouri Public

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Service Commission

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Kevin Anderson, President  
Everest Midwest Licensee LLC  
4740 Grand, Suite 200, Kansas City, MO 64112

Cancelled

June 1, 2007

Missouri Public  
Service Commission

**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**

**7.2 Nonpublished Service**

**7.2.1 General**

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's directory assistance records.

**7.2.2 Regulations**

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to another party. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

**7.2.3 Rates and Charges**

There is a monthly charge for each nonpublished service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly</u>	<u>NRC</u>	
Nonpublished service charge	\$4.00	\$5.00	(I)

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Philip Spencer, President  
Everest Midwest Licensee LLC  
9647 Lackman Road, Lenexa, KS. 66219

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February 15, 2010  
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Service Commission  
TN-2010-0208; YC-2010-0451

**FILED**  
**MO PSC**

REC'D APR 04 2002

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)

Service Commission

7.2 Nonpublished Service

7.2.1 General

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's directory assistance records.

7.2.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to another party. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

7.2.3 Rates and Charges

There is a monthly charge for each nonpublished service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly</u>	<u>NRC</u>
Nonpublished service charge	\$2.00	\$5.00

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**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**

**7.3 Nonlisted Service**

**7.3.1 General**

Nonlisted service means that the Customer's telephone number is not listed in the directory, but it does appear in the Company's directory assistance records.

**7.3.2 Regulations**

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

**7.3.3 Rates and Charges**

There is a monthly charge for each nonlisted service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly</u>	<u>NRC</u>	
Nonlisted service charge	\$4.00	\$5.00	(1)

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**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**  
**Service Commission**

**7.3 Nonlisted Service**

**7.3.1 General**

Nonlisted service means that the Customer's telephone number is not listed in the directory, but it does appear in the Company's directory assistance records.

**7.3.2 Regulations**

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

**7.3.3 Rates and Charges**

There is a monthly charge for each nonlisted service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly</u>	<u>NRC</u>
Nonlisted service charge	\$2.00	\$5.00

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**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)****7.4 Directory Assistance Services****7.4.1 Directory Assistance <sup>5</sup>**

A directory assistance charge applies per directory assistance call. The Customer may make two requests for a telephone number per call. The directory assistance charge applies regardless of whether the directory assistance operator is able to supply the requested number.

(I)	Each local directory assistance call	\$0.85
(N)	Each intrastate directory assistance call	\$1.60
(I)	Each national directory assistance call	\$2.00*
	Directory Assistance Call Completion	\$0.30

\* = The charge for the Directory Assistance (National Listings) is higher due to the fact that the Company has to query a separate data base to provide National Listings. Some of the associated charges with this separate database are:

- Transport costs
- Administrative costs
- Hardware needed to establish and maintain this database

<sup>5</sup> Exemption: Residence customers whose physical or visual disabilities or lack of literacy prevent them from using the telephone directory are excluded from charges. In special cases, a business may be classified as exempt when the business use is solely that of exempt qualified individuals such as a business operated by physically and/or visually disabled persons. The exclusion will be effective upon completion of an exemption form supplied by Everest Midwest and Everest's acceptance of that completed form. The exemption will include sent paid calls placed from the customer's local exchange service. Third number billing of Directory Assistance calls to the disabled customer's local exchange service is not exempt.

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**SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (continued)**  
**Service Commission**

**7.4 Directory Assistance Services**

**7.4.1 Directory Assistance**

A directory assistance charge applies per local directory assistance call. The Customer may make two requests for a telephone number per call. The directory assistance charge applies regardless of whether the directory assistance operator is able to supply the requested number.

Each directory assistance call (Local)	\$0.50
Each directory assistance call (National Listings)	\$0.75*
Directory Assistance Call Completion	\$0.30

\* = The charge for the Directory Assistance (National Listings) is higher due to the fact that the Company has to query a separate data base to provide National Listings. Some of the associated charges with this separate database are:

- Transport costs
- Administrative costs
- Hardware needed to establish and maintain this database

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**SECTION 8.0 - LOCAL OPERATOR SERVICES**  
Service Commission**8.1 General**

The Company's Local Operator Assisted Calling is available for use by presubscribed customers as well as transient end users served from aggregated locations. Calls are billed in one minute increments, with additional per call charges reflecting the level of operator assistance and billing arrangement requested by the Customer.

**8.2 Local Operator Assisted Services****8.2.1 Operator Service Call Types and Requirements**

- A. Customer Dialed Calling Card Call** charge applies in addition to local usage charges for station to station calls billed to an authorized calling card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
- B. Operator Handled Calling Card Call** charge applies in addition to local usage charges for station to station calls billed to an authorized calling card and the operator dials the destination telephone number at the request of the Customer.
- C. Person-to-Person** rates apply in addition to local usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to the originating line, a calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. Charges do not apply unless the specified party or an acceptable substitute is available.
- D. Third Number Billed** is a billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements.
- E. Incomplete Calls** - The Company will not bill for incomplete calls where answer supervision is available. The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) the Company's knowledge.
- F. Provider** - The caller and billed party, if different from the caller, will be advised that the Company is the operator service provider at the time of the initial contact.

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**SECTION 8.0 - LOCAL OPERATOR SERVICES (continued)**  
**Service Commission****8.2 Local Operator Assisted Services (continued)****8.2.1 Operator Service Call Types and Requirements (continued)**

- G. Rate Quotes** – Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- H. Rates** – Only tariffed rates approved by this Commission for the Company shall appear on any local exchange telephone company (LEC) billings.
- I. Billing Statements** – The Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- J. Calling Card Verification** – The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- K. Emergency Calls** – The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- L. Other Companies** – Upon request, the Company will transfer calls to other authorized interexchange Company's or to the LEC, if billing can list the callers actual origination point.
- M. Access Blockers** – The Company will refuse operator services to traffic aggregators which block access to other Companies.
- N. Displaying Information** – The Company will assure that traffic aggregators will post and display information including: (1) that the Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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**SECTION 8.0 - LOCAL OPERATOR SERVICES (continued)** **Missouri Public**

**8.2 Local Operator Assisted Services (continued)**

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**8.2.2 Operator Dialed Surcharge**

This charge applies to Operator Station and Person-to-Person calls for which the caller has the ability to dial the called number, but chooses instead to have the Company operator perform the dialing. This charge is in addition to local usage charges and applicable operator service charges.

**8.2.3 Partially Automated Surcharge**

This charge applies to each Operator assisted Station to Station call (including those billed to calling cards) where the Customer dials the terminating number, and elects to have the operator handle billing.

**8.2.4 Rates for Local Operator Services**

	<u>Per call</u>
Customer Dialed Calling Card	
Semi-Automated	\$0.65
Fully Automated	\$0.35
Operator Handled Calling Card	
Non-Automated	\$1.10
Third Number Billed	
Non-Automated	\$1.10
Semi-Automated	\$0.90
Fully Automated	\$0.35
Person-to-Person (Operator Assisted)	
Non-Automated	\$2.40
Semi-Automated	\$2.00

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**SECTION 8.0 - LOCAL OPERATOR SERVICES (continued)**

**8.2 Local Operator Assisted Services (continued)**

**8.2.4 Rates for Local Operator Services (continued)**

Operator Assistance (Collect & Billed 3 <sup>rd</sup> Party)		
Non-Automated		\$1.10
Semi-Automated		\$0.90
Fully Automated		\$0.70
Sent Paid		
Non-Automated		\$1.10
Semi-Automated		\$0.90

**8.3 Line Status Verification and Busy Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Line Status Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Line Status Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

		<u>Per call</u>
(I)	Line Status Verification	\$1.75
(I)	Busy Interrupt	\$2.75
	Connect to Directory Assistance	\$1.20

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**SECTION 8.0 - LOCAL OPERATOR SERVICES (continued)**

**Missouri Public**

**8.2 Local Operator Assisted Services (continued)**

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**8.2.4 Rates for Local Operator Services (continued)**

**Service Commission**

Operator Assistance (Collect & Billed 3 <sup>rd</sup> Party)	
Non-Automated	\$1.10
Semi-Automated	\$0.90
Fully Automated	\$0.70
Sent Paid	
Non-Automated	\$1.10
Semi-Automated	\$0.90

**8.3 Line Status Verification and Busy Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Line Status Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Line Status Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

	<u>Per call</u>
Line Status Verification	\$1.20
Busy Interrupt	\$1.85
Connect to Directory Assistance	\$1.20

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SECTION 8.0 - LOCAL OPERATOR SERVICES (continued)

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8.4 Rates for Number Intercept Referral

Service Commission

At the customers request, the Company will, for a limited number of days (see below), intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer. Upon changing the customer's telephone number, the Company will make this service known to the customer and provide this service for a limited number of days at no charge. Except for were the customer is paying for the Extended Duration, the Company has the right to reuse this number before the referral term runs out, if all available numbers are exhausted.

8.4.1 New Number Referral

Residence, per primary line, and one additional line - for 3 months	\$0.00
Business, per primary line, and one additional line, - for 12 months	\$0.00

8.4.2 Second and Subsequent Additional Lines \*

Residence, per line - for 3 months	\$15.00
Business, per line - for 12 months	\$20.00
Centrex/DID, per line/number - for 12 months	\$16.00
NPA 800, 900 and 975 numbers, per line - for 12 months	\$40.00

8.4.3 Extended Duration \*

Residence, per line - after 3 months, per month	\$5.00
Business, per line - after 12 months, per month	\$15.00
Centrex/DID, per line/number - after 12 months, per month	\$15.00
NPA 800, 900 and 975 numbers, per line - after 12 months, per month	\$30.00

8.4.4 Split Number Referral \*

Residence, per line, per month	\$15.00
Business, per line, per month	\$50.00
Centrex/DID, per line/number, per month	\$50.00
NPA 800, 900 and 975 numbers, per line, per month	\$100.00

\* A non-recurring charge may apply to these services.

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SECTION 9.0 - MISCELLANEOUS SERVICES

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9.1 Carrier Presubscription

Service Commission

9.1.1 General

Carrier presubscription is a procedure where a Customer designates the carrier which the Customer wants to use for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to dial carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an intraLATA or interLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

9.1.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance presubscription are available:

**Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

**Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

**Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

**Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

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SECTION 9.0 - MISCELLANEOUS SERVICE (continued) **Missouri Public**

9.1 Carrier Presubscription (continued)

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9.1.2 Presubscription Options (continued)

Service Commission

**Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

**Option F:** Customer may select no presubscribed carrier for intraLATA and interLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA and interLATA toll calls to the carrier of choice for each call.

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**SECTION 9.0 - MISCELLANEOUS SERVICES (continued)**

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**9.1 Carrier Presubscription (continued)**

Service Commission

**9.1.3 Rules and Regulations**

Customers will retain their primary interexchange carrier until they request that their dialing arrangements be changed.

Customers may select either Options A, B, C, D, E or F for intraLATA presubscription.

Customers may change their selected option or presubscribed toll carrier at any time subject to charges specified in 9.1.5.

**9.1.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order for local exchange service. The Company will process the Customer's order for service. All new Customer's initial requests for intraLATA toll service presubscription will be provided free of charge.

If a new Customer is unable to select at the time it places an order for local exchange service, the Company will direct the Customer to the local telephone directory to select a carrier. Until the Customer informs the Company of its choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, and will be required to dial a carrier access code to route all toll calls.

**9.1.5 Presubscription Changes**

After a Customer's initial selection of a presubscribed toll carrier, any change in the Customer's intraLATA or interLATA carriers will incur a PIC change charge under Section 4.1.

**9.2 Individual Case Basis (ICB)**

ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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**10.0 - PROMOTIONAL OFFERINGS, VOLUME AND TERM DISCOUNTS**

**10.1 Special Promotions**

From time to time, the Company may elect to offer special promotions to its customers. These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

Any promotional waiver or discounted rate will apply only one time per customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. 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.

**10.2 Discounts**

The Company may, from time to time as reflected in the price list, offer additional discounts based on monthly volume, monthly revenue commitment or time-of-day.

**10.3 Employee Discounts**

The Company will provide a 30% discount on certain items for all employees and will waive installation fees. The discount does not include Long Distance charges.

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## 11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS

## 11.1 Special Charges

## Service Commission

## 11.1.1 Application of Special Charges

The Telephone Company will provide an estimate of actual charges to the customer prior to the start of construction.

The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.

Where no facilities are in place, the Company will build and extend facilities at prices to be determined on an individual case basis. Rates for Dedicated Access, Private Lines and Centrex services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Staff upon request on a proprietary basis.

Ownership of all facilities constructed under this section up to the demarcation point will remain with the Telephone Company.

Special construction is that construction undertaken:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would normally utilize in the furnishing of it's services;
3. over a route other than that which the Company would normally utilize in the furnishing of it's services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. in advance of its normal construction;
8. involving abnormal costs.

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**11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)**

**Service Commission**

**11.1 Special Charges (continued)**

**11.1.1 Application of Special Charges (continued)**

Where the Company furnishes a facility on a special construction basis, or any facility for which a rate or charge is not specified in the Company's tariff, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges for contract periods longer than one month; (3) termination liabilities; or (4) combinations thereof.

**11.2 Special Construction**

**11.2.1 Construction on Private Property**

- A. The Company will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.
- B. If additional entrance or distribution facilities are required, or if conditions require special equipment, maintenance or methods of construction, if the installation is for a temporary purpose, or if for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay for costs over and above the costs applicable for a normal installation.
- C. The Customer will provide the Company upon request and without charge written permission for the placement of the Company's facilities on his property.
- D. The Customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.

**11.2.2 Temporary Service**

Where plant construction is required to provide any temporary service or facility, or where it is necessary to place temporary construction in advance of permanent construction in order to meet the Customer's requirements, the Company may require the applicant to pay the nonrecoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

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**11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)**  
**Service Commission**

**11.2 Special Construction (continued)**

**11.2.3 Service Provided to Movable Premises**

- A.** When telephone service is provided to movable premises by means of aerial plant, the Customer shall provide a clearance pole if the Company considers it necessary. The clearance pole must comply with the Company's specifications. The Customer shall place, own and maintain the pole. However, if the Customer elects and the Company agrees, the Company will place, own and maintain the pole and bill the Customer the cost of placing the pole.
- B.** Where plant construction is required to provide any service or facility to moveable premises, and it is necessary to place temporary construction in advance of permanent construction to meet the Customer's requirements, the Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

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**11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)**  
**Service Commission****11.2 Special Construction (continued)****11.2.4 Service to Residential and Commercial Developments**

The construction charges, allowances and provisions previously specified in this section contemplate the extension of facilities into areas of normal growth and development. Where facilities are to be extended into new areas of residential or commercial real estate development which, in the Company's opinion, are of a promotional or speculative nature, the Company may require an advance payment equal to all or a portion of the costs of such construction, depending on the circumstances in each case. This advance payment will be payable prior to the start of construction.

- A.** The Company and the developer may enter into a contractual agreement that provides for the periodic refund of portions of the deposit as customers in the development receive telephone service, and other terms of the contract are met. The contract will specify the estimated number of telephone customers expected to receive service within the area and the time required to complete the project (not to exceed five years). The contract will provide that the construction charge be re-computed to reflect regular tariff allowances, design changes made by the developer, damage to telephone facilities by persons other than Company employees or agents or unusual construction requirements. Periodic refunds to the developer will be adjusted accordingly.
- B.** The applicant for telephone service to a development is required to provide the Company, at his own expense, the necessary easements for installation and maintenance of telephone facilities, clear the ground where facilities are to be installed according to Company specifications and request installation of telephone facilities at an appropriate time during construction of the project to avoid unnecessary costs to the Company.

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11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)

Service Commission

11.2 Special Construction (continued)

11.2.5 Underground Service Connections for Business Customers Only

This section is for Business customers only and does conflict with Missouri Regulation 4 CSR 240-30.020(2) Residential Telephone Underground Systems.

When a Business Customer requests that underground service connections be installed instead of aerial facilities which would ordinarily be used, or when aerial facilities are used to provide service, and the Customer subsequently requests that facilities be placed underground, the following regulations apply:

- A. the Customer shall pay the cost on constructing and maintaining underground conduits which will be built according to Company specifications;
- B. any ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use;
- C. if a Customer requests that cable be installed in a trench, the trench shall be constructed and back filled under the Company's supervision at the Customer's expense;
- D. the Company will maintain and replace cable installed in conduit where the Company has inspected and approved the conduit. The Company will repair or replace cable in conduit or trench necessitated by damage caused by the Customer or his representatives, only at the Customer's expense; and
- E. the Company may replace existing aerial facilities with underground facilities in connection with planned projects or during its normal operations. If a Customer requests the removal and replacement of existing aerial facilities with underground facilities prior to the time of normal replacement, the Customer will be responsible for the expense incurred by the Company in making the replacement.

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**11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)**

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**11.3 Special Service Arrangements**

**11.3.1 General**

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**11.0 - SPECIAL CONSTRUCTION OR ARRANGEMENTS (continued)**

**11.3 Special Service Arrangements (continued)**

**11.3.2. Rates**

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12.0 - CENTREX SERVICES AND RATES

Service Commission

12.1 General

12.1.1 Centrex Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement that consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intragroup communication and Centrex feature packages as set forth in Section 12.1.4. A Centrex group may not be provided for stand-alone service only. And, access to the Exchange Network must be provided by the Company.

12.1.2 Any remote units, network interface devices and all system cabling used in association with Centrex Service are provided by and remain the property of the Company.

12.1.3 Centrex Service will be provided under this tariff for a minimum of two (2) Centrex lines up to a maximum of twenty-five (25) Centrex lines at rates set forth in Section 12.5. Centrex Custom Service will be provided for over 25 lines as set forth in Section 12.7.

12.1.4 In addition to Basic Centrex Service, the Bronze, Silver and Gold optional feature packages are available and described below.

A. Basic Service (included with all Centrex lines at no additional charge):

Group Features: Direct Inward Dialing; Direct Outward Dialing; Station-to-Station Calling; Individualized Dialing Plans; Semi-Restricted and Fully Restricted Classes of Service, and Touchtone service.

Station Features: Individual Telephone Number; Three-Way Calling, Distinctive Ringing (Internal/External); Consultation Hold; Call Hold, Call Forward Busy; Call Forward No Answer; Caller ID Blocking per Call, and Hunt Groups.

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12.0 – CENTREX SERVICES AND RATES (continued)

12.1

General (continued)

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**B. Bronze Package:**

*Group Features:* Includes all Basic package features plus Group Speed Call 30, and Flexible Night Answer.

*Station Features:* Includes all Basic package features plus Call Forwarding, Call Forwarding – Within Group; Group Call Pick Up; After Hours Call Pick Up; Terminating Call Waiting; Originating Call Waiting; Cancel Call Waiting; Call Transfer – All Calls; Call Transfer – Internal Only; Call Transfer – Outside; Deny International Call Transfer; Last Number Redial, Speed Call 8 (Station), Remote Call Forwarding, and Ring Again – Station to Station.

**C. Silver Package:**

*Group Features:* Includes all Bronze package features plus Authorization Codes and Account Codes.

*Station Features:* Includes all Bronze package features plus Speed Call 30 (Station); Call Park; Remote Access to Call Forwarding; Calling Number Delivery; Calling Name Delivery, and Direct Connect

**D. Gold Package:**

*Group Features:* Includes all Silver package features plus Uniform Call Distribution; Ring Back Queuing, and Automatic Route Selection

*Station Features:* Includes all Silver package features plus Call Waiting ID; Priority Call, Auto Redial – Outside Group; Customer Originated Trace; Off Hook Queuing, and Call Return – Outside Group.

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12.0 - CENTREX SERVICES AND RATES (continued)

12.1

General (continued)

Service Commission

E. Optional Features:

Personalized Ringing; Six-Way Conference Calling; Music on Hold; Paging Access; T1 Access; Recorded Announcement Access, and Tie Line Access, and Supplemental Calling Plan Access.

12.2

Definition of Features:

12.2.1 Basic Service includes the following features:

A. Group Features:

1. **Direct Inward Dialing** – This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.
2. **Direct Outward Dialing** – This feature allows station users to place external calls to the exchange network without attendant assistance.
3. **Station-to-Station Calling** - This feature allows station users to call each other using abbreviated dialing.
4. **Individualized Dialing Plans** – This feature allows the customer to select the codes needed to access line and trunk facilities such as local or long distance.
5. **Semi-Restricted and Fully Restricted Classes of Service** – This feature assigns each station a class of service that defines its calling privileges and any features restricted from its use.
6. **Touchtone service** – This feature equips all station lines for touch-tone dialing.

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**12.0 – CENTREX SERVICES AND RATES (continued)****Service Commission****12.2 Definition of Features: (continued)****12.2.1 Basic Service includes the following features (continued)****B. Station Features:**

1. **Individual Telephone Number** – Each station is assigned its own unique telephone number.
2. **Distinctive Ringing (Internal/External)** – This feature permits a station user to determine by the cadence of the ringing, whether a call is originated internally or externally.
3. **Consultation Hold** - This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.
4. **Call Hold** - This feature allows a station user to place a call in progress on hold without having a hold button on the telephone.
5. **Call Forward Busy** – This feature automatically redirects incoming calls to a designated telephone number or to Voice Mail when the line is busy. This feature is fixed and the Company must be contacted to change the forwarded to number.
6. **Call Forward No Answer** – This feature automatically redirects all calls to another telephone number or to Voice Mail when the telephone is not answered within a specified amount of time or rings. This feature is fixed and the Company must be contacted to change the forwarded to number.
7. **Caller ID Blocking per Call** – This feature allows selection, on a call-by-call basis, whether or not to have the name and number suppressed on the called party's telephone or call display unit.

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12.0 - CENTREX SERVICES AND RATES (continued)  
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12.2 Definition of Features: (continued)

12.2.1 Basic Service includes the following features (continued)

B. Station Features: (continued)

- 8. **Hunt Groups** - This feature offers options for distribution of calls in a group of lines.

The Bronze, Silver and Gold feature packages are offered at rates as shown in Section 12.5.2.B. Feature capabilities may vary depending on the type of customer provided equipment. Following are feature series and associated definitions:

12.2.2 Bronze Package (the features below are in addition to the features in Basic Service):

A. Group Features:

- 1. **Group Speed Call 30** - This feature allows members of a customer business group to share a common speed call list of 30 members.
- 2. **Flexible Night Answer** - This feature routes calls normally directed to a central answering point to pre-selected station lines within the group when the attendant is absent or after hours.

B. Station Features:

- 1. **Call Forwarding** - This feature allows the station user to redirect all incoming calls to another telephone number within or outside the system.
- 2. **Call Forwarding - Within Group** - This feature restricts a station user to only forwarding calls to a station within the group.
- 3. **Group Call Pick Up** - This feature permits a station user to dial a code to answer a call that is ringing at another station within the group.

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**12.0 – CENTREX SERVICES AND RATES (continued)****Service Commission****12.2 Definition of Features: (continued)****12.2.2 Bronze Package (the features below are in addition to the features in Basic Service) (continued)****B. Station Features (continued)**

4. **After Hours Call Pick Up** – This feature permits a station user to dial the after hours code to pickup calls outside of the assigned call pickup group.
5. **Terminating Call Waiting** – This feature alerts the called party, with a beep, that an incoming call is waiting.
6. **Originating Call Waiting** – This feature allows a user to send a call waiting tone to a busy station within the group.
7. **Cancel Call Waiting** – By dialing an access code, this feature cancels Call Waiting for the duration of one call.
8. **Call Transfer – All Calls** – This feature allows the user to conference and transfer an established call to another number inside or outside the group.
9. **Call Transfer – Internal Only** – This feature allows the user to conference or transfer an established incoming call from outside the group to another party inside the group.
10. **Call Transfer – Outside** – This feature allows the user to conference or transfer an established incoming call from outside the group to another number either inside or outside of the group.
11. **Deny International Call Transfer** – This feature denies a station the capability of transferring calls to international numbers. The switch still allows international calls to be placed. It is only when the originator attempts to transfer a call by disconnecting, that the switch will not allow such a transfer.
12. **Last Number Redial** – This feature allows a station user to redial the last number dialed by utilizing an access code.

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12.0 – CENTREX SERVICES AND RATES (continued)  
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12.2 Definition of Features: (continued)

12.2.2 Bronze Package (the features below are in addition to the features in Basic Service): (continued)

B. Station Features: (continued)

13. **Speed Call 8 (Station)** – This feature allows a station user to program an list unique of eight numbers unique to that station and place a call using an access code and one digit.

14. **Three-Way Calling** – This feature permits a station user to put one party on hold, call another party and bring all three parties together on the same call.

15. **Ring Again – Station to Station** – This feature enables a station user when encountering a busy station to go on-hook and be called back when the busy station becomes idle.

12.2.3 Silver Package (the features below are in addition to all of the features in the Bronze package):

A. Group Features:

1. **Authorization Codes:** This feature allows the customer to set up codes that provide callers access to privileges associated with the authorization code from any station, rather than those associated with the station or remote location from which the call is being made.

2. **Account Codes:** This feature enables a user to associate a particular call with a specific account code and provides customers with a mechanism for cost allocation of charges for outgoing calls.

B. Station Features:

1. **Speed Call 30 (Station)** – This feature allows a station user to program an list of thirty numbers unique to that station and place a call using an access code and two digits.

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## 12.0 – CENTREX SERVICES AND RATES (continued)

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## 12.2 Definition of Features: (continued)

## 12.2.3 Silver Package (the features below are in addition to all of the features in the Bronze package): (continued)

## B. Station Features: (continued)

2. **Call Park** – This feature permits a station user to place one or more calls on hold and retrieve the call (calls) from that station or another station in the group.
3. **Remote Access to Call Forwarding** – This feature permits a user that also subscribes to the Call Forwarding feature the ability to activate, deactivate or change the forwarded to number from any touchtone phone with an authorization code.
4. **Calling Number Delivery** – This feature provides for the transmission of Calling Number Identification associated with an incoming call to the called party's access line. If the calling number is not available, the display will provide an unknown or not available indication. Calling Number Delivery subscribers must provide their own compatible premise equipment. The company assumes no liability for any incompatibility of the customer-provided display equipment.
5. **Calling Name Delivery** – This feature provides for the transmission of Calling Name Identification associated with an incoming call to the called party's access line. If the calling name is not available, the display will provide an unknown or not available indication. Calling Name Delivery subscribers must provide their own compatible premise equipment. The company assumes no liability for any incompatibility of the customer- provided display equipment.
6. **Direct Connect** – This service automatically dials a pre-selected number. This service is activated when the receiver is taken off-hook. No access codes or telephone numbers need to be dialed.

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## 12.0 – CENTREX SERVICES AND RATES (continued)

## Service Commission

## 12.2 Definition of Features: (continued)

## 12.2.4 Gold Package (the features below are in addition to all of the features in the Silver package):

## A. Group Features:

1. **Uniform Call Distribution** – This feature provides for call distribution in a hunt group by connecting to the one line in the designated group that has been idle the longest.
2. **Ring Back Queuing** – This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.
3. **Automatic Route Selection** – This feature provides directed routing to the preferred trunk route list. This feature also includes:
  - a. **Expensive Route Warning** – This feature provides a warning tone for a route determined to be expensive for the call to be placed.
  - b. **Facilities Restriction Level** – This feature allows each station and each facility access in the group to be assigned a restriction level.
  - c. **Time of Day Routing** – This feature provides for route selection based on the most economical path for a particular time of day.

## B. Station Features:

1. **Call Waiting ID** – This feature allows users that receive a Call Waiting tone while on a call to see the caller's name and/or number (if available) on a display device with compatible equipment. Customer is responsible for providing compatible equipment.
2. **Priority Call** – This feature allows a user to select up to fifteen (15) telephone numbers and receive a ring different from all other calls when those parties call the line.

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## 12.0 – CENTREX SERVICES AND RATES (continued)

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## 12.2 Definition of Features: (continued)

## 12.2.4 Gold Package (the features below are in addition to all of the features in the Silver package): (continued)

## B. Station Features: (continued)

3. **Auto Redial – Outside Group** – This feature allows users to automatically redial a call outside of the group when that line is busy. When that line becomes free, the user is alerted with a distinctive ring signifying that the call can now be completed.
4. **Customer Originated Trace** – This feature allows the user to immediately and automatically trace the last incoming call received from a local caller. Upon activation of this feature, the information will be provided to law enforcement agencies by the company but will not be released directly to the customer. To initiate the trace, the user must contact the company at the number provided in the voice announcement immediately after the incident. Customer Originated Trace performs the function of recording the call information but in no way identifies the person actually placing the call. By using this service, the customer agrees that Everest Connections shall not be liable for damages due to an inability to trace the call.
5. **Off Hook Queuing** – This feature allows a user to remain off-hook and wait for an idle trunk so a call can be placed.
6. **Call Return – Outside Group** – This feature allows a user to automatically return the last incoming call, received from outside of the group, whether it was answered or not. Upon activation of the feature, the number of the last party to call the line is given. The user is given the choice to call the number back or disregard the information. If the line is busy when the call is returned, the user may initiate Auto Redial to be notified when that line is free.

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12.0 – CENTREX SERVICES AND RATES (continued)  
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12.2 Definition of Features: (continued)

12.2.5 Optional Features\* – These features can be ordered individually at the appropriate rates:

A. Optional Features

1. Reserved for Future Use

2. Six-Way Conference Calling – This feature gives the user the ability to initiate a conference call with a maximum of six parties either within or outside of the group.

3. Music on Hold Access – This feature provides access to a common music source for all users within the group for use with call hold, call transfer, call park and queuing features.

4. Paging Access – This feature provides interface at the central office for the customer group to access the paging and/or public address system at the customer premise. The customer is responsible for providing compatible paging equipment.

5. T1 Access – This feature provides access to a digital facility at the central office. Based on dialing plans, all or selected stations within the group may access the digital facilities by dialing the appropriate access code or calls may be directed via Automatic Route Selection. The customer is responsible for any additional charges for the T1 service.

6. Recorded Announcement Access– This feature routes calls to customer-provided customized announcements located at the central office.

7. Tie Line Access – This feature provides access at the central office to tie lines. Based on dialing plans, all or selected stations within the group may access the tie lines by dialing the appropriate access code or calls may be directed via Automatic Route Selection. The customer is responsible for any additional charges for the tie line service.

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12.0 – CENTREX SERVICES AND RATES (continued)

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12.2 Definition of Features: (continued)

12.2.5 Optional Features\* – These features can be ordered individually at the appropriate rates: (continued)

A. Optional Features (continued)

8. Reserve for Future Use

\*The contract period for the Optional Features is based upon the initial service term agreement period for the Centrex System. Subsequent Optional Feature additions will be rated under a new service term agreement or an addendum to an existing service term agreement based upon the remaining period of the initial service term agreement.

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12.0 - CENTREX SERVICES AND RATES (continued)  
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12.3 Liability of the Company

12.3.1 The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex features. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to the Company. Upon request, appropriate adjustments shall be made to the customer's account. The minimum credit shall be no less than twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. The provision shall not apply when the service interruption is caused by:

- A. The negligence or willful act of the customer.
- B. Customer provided facilities.
- C. Electric power failure where the customer furnishes such electric power.

12.3.2 The Company makes no guarantee and assumes no liability for resale or sharing by the customer of Centrex features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

12.4 Conditions

12.4.1 The Company will only furnish one alphabetical directory listing on a per Centrex account. Additional listings are offered subject to the provisions set forth in the tariff.

12.4.2 Centrex service is offered on a contractual basis commencing on the date the service is established.

- A. The rates per Centrex line as set forth in Section 12.5 following, plus the selected package rates per line as set forth in Section 12.5 following, apply each month from the time the system is placed in service until the Centrex service is discontinued.

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12.0 – CENTREX SERVICES AND RATES (continued)

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12.4 Conditions (continued)

12.4.3 Upon expiration of the service term agreement, the customer may:

- A. Continue service without establishing a new term rate. Service will then be provided at the current month-to-month rate. The monthly rate will be subject to any pricing changes as determined by the Company.
- B. Continue service by selecting and signing a 12 or 24 month service term agreement at the then current rates. The new service term will commence on the day following the expiration of the prior service term agreement.
- C. Discontinue the service.

12.4.4 If the service term agreement expires and the customer has not notified the Company regarding which option (as listed above) they elect, service will continue at the monthly rate in effect at that time for the month-to-month option.

12.4.5 If the Centrex service is terminated by the customer prior to the completion of the initial service term agreement period, the customer is responsible for payment of a termination charge. The formula used to develop the termination charge is outlined below.

- A. In the event of termination for Centrex service during the service term agreement period, the customer will remain liable for the balance of the service term agreement period rates adjusted to the then present worth equivalent, based upon a 12% discount rate, which shall upon any termination immediately become due and payable in its entirety.
- B. In the event the customer reduces the number of Centrex lines initially contracted by 20% or more, the termination liability as specified in 12.3.1.A above is applicable and will be based upon initial number of lines under service term agreement.

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12.0 – CENTREX SERVICES AND RATES (continued)

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12.4 Conditions (continued)

12.4.5 If the Centrex service is terminated by the customer prior to the completion of the initial service term agreement period, the customer is responsible for payment of a termination charge. The formula used to develop the termination charge is outlined below. (continued)

C. A Centrex customer may at any time renew the service term agreement for an equal or longer service term agreement period at the current tariff rates subject to the following conditions:

- 1. No credit will be given for payment made during the formerly selected period. Nonrecurring charges will not be reapplied.
- 2. The new service term agreement period begins with the next billing period following the renewal of the service term agreement.
- 3. No termination charge applies for the former service term agreement period.

12.4.6 Rotary dial stations will not be capable of accessing all Centrex services at set forth in 12.1.4 of this section.

12.4.7 EAS, Metropolitan Calling Plans and associated charges are applied on a per Network Access Line basis, in addition to other charges applicable to basic business lines.

12.4.8 This tariff covers the use of the central office, as it is equipped. When special equipment or features are provided at the request of a customer, charges may be applied in addition to those shown herein.

12.4.9 This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the Company may from time to time direct or allow in the exercise of its jurisdiction.

12.4.10 If Centrex Service is added to PABX or equivalent type system trunks or lines, the customer is responsible for providing premise equipment that is compatible with Centrex. The trunks or lines must be provided by the Company.

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**12.0 – CENTREX SERVICES AND RATES (continued)**  
**Service Commission****12.4 Conditions (continued)****12.4.11** Subsequent line additions/deletions:

- A. Subsequent line additions will be rated under a new service term agreement or an addendum to an existing service term agreement based upon the remaining period of the initial service term agreement. Existing service term agreement period rates, for lines previously contracted, remain unchanged. If the line addition results in the customer's total Centrex line count exceeding the threshold of the line group previously contracted, only the quantity of additional lines in excess of the threshold will be billed at the rate for the larger group. The customer does have the option of renewing the service term agreement with the additional lines as outlined in 12.4.5.C. Appropriate Service Charges apply to installation of subsequent line additions.
- B. Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under service term agreement will be treated as set forth in 12.4.5.B preceding. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in 12.5.1 following.

**12.4.12** If a customer requests an upgrade of an existing feature package (i.e. from Basic to Bronze, Bronze to Silver, Silver to Gold), the existing service term agreement rate will be changed to reflect the appropriate rate applicable to the new feature package. The new service term agreement rate will apply for the duration of the existing service term agreement period. Nonrecurring charges will apply.

**12.4.13** If a customer chooses to combine Centrex Service stations terminating at different locations into a single Centrex Service system then all stations must be served by the Company.

**12.4.14** Certain Feature capabilities as shown under Section 12.4.5 may not be compatible with other packages or optional features.

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12.0 – CENTREX SERVICES AND RATES (continued)  
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## 12.5 Rates and Charges:

## 12.5.1 Centrex Line Rates

- A. The total number of Centrex lines initially installed determines the Centrex line rates. For example, if a customer requests 17 lines, all 17 lines will be billed at the 11 – 25 group line rate.
- B. The following rates apply during the contact period and until the service is discontinued \*. All features of Basic Service as outlined in 12.1.4.A are inclusive in the line rate pricing below.

**Month-to-Month Service Term Agreement      Monthly Per Line Rate**

2 – 5 lines	\$ 15.00
6 – 10 lines	\$12.50
11 – 25 lines	\$10.00

**12-month Service Term Agreement**

2 – 5 lines	\$ 13.50
6 – 10 lines	\$ 11.00
11 – 25 lines	\$ 8.50

**24-month Service Term Agreement**

2 – 5 lines	\$ 12.25
6 – 10 lines	\$ 9.75
11 – 25 lines	\$ 7.50

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\* In addition to the service term agreement line rates, network access line charges and feature package rates apply. See below for rates.

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**12.0 – CENTREX SERVICES AND RATES (continued)**

**12.5 Rates and Charges: (continued)**

**12.5.2** In addition to the service term agreement rates as set forth in Section 12.5, the following rates and charges may apply to the Centrex service.

**A. Network Access Line\*:** \$15.00 per access line

\* The Network Access Line provides the Centrex group access to the switched network. Each customer group is required to have at least two (2) Network Access lines. Each Network Access Line is subject to EAS, Metropolitan Calling Plans, LNP charges, 911 charges, relay charges and end line subscriber charges in addition to charge shown above.

<b>B. Centrex Packages*</b>	<b>Monthly Rate per Line</b>
Bronze Package	\$ 3.00
Silver Package	\$ 5.00
Gold Package	\$10.00

\* This rate applies to every line in the group that has some or all of the features in the package.

<b>C. Optional Features</b>	<b>Monthly Rate</b>
Six-Way Conference Calling (per line)	\$ 10.00
Music on Hold – Analog (per system)	\$ 7.50
Music on Hold – Digital (per system)	\$ 10.00
Paging Access (per system)	\$ 5.00
T1 Access (per system)	\$ 50.00
Recorded Announcement (per system)	\$ 10.00

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12.0 - CENTREX SERVICES AND RATES (continued)  
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12.5 Rates and Charges: (continued)

C. Optional Features (continued)

Tie Line Access (per system) \$ 7.50

D. Appropriate service order charges set forth in Section E of this section apply to installation and any subsequent changes to the system.

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12.0 – CENTREX SERVICES AND RATES (continued)  
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## 12.6 Installation and Subsequent Service Order Charges:

## 12.6.1 Installation Charges:

	Nonrecurring Charge
A. New Jack Installation:	\$ 30.00
B. Move Existing Jack:	\$ 20.00
C. Other services outside of jack work: (per hour)	\$ 28.00

## 12.6.2 Service Order and Programming Charges\*:

	Nonrecurring Charge
A. Group Programming (initial setup):	\$100.00
B. Service Order and Programming Charge for first line:	\$ 25.00
C. Programming Charge for Subsequent Lines on initial service order:	\$ 5.00
D. Add Orders:	\$ 15.00
E. Programming charge for new lines on subsequent service order:	\$ 5.00
F. Change order for programming:	\$ 10.00
G. Programming charge for subsequent lines on change order:	\$ 5.00

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\* Initial installation and service order charges may be paid over a three (3) month period.

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**12.0 – CENTREX SERVICES AND RATES (continued)**  
**Service Commission****12.7 Custom Service Plan**

**12.7.1** Centrex Custom Service arrangements may be provided via utilization of existing Company facilities and equipment, construction of new facilities and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgment of the Company, it is practical and will not be detrimental to any other service furnished by the Company. Centrex Custom Service arrangements are available to customers with more than 25 lines.

**12.7.2** Centrex Custom Service arrangements will be provided pursuant to the terms and conditions as set forth in Sections 12.5 and 12.6 preceding. Installation and monthly pricing for Centrex Custom Service customers will be determined on an individual case basis. Customer specific requirements and pricing will be set forth in the Centrex Custom Service agreement. All Centrex Custom Service customers will be required to sign a custom service term agreement developed specifically for that customer's needs.

**12.7.3** Rates for Centrex Custom Service will be based on the incremental costs, contribution level, payment plan, and service term agreement option selected. These factors will vary with each Centrex Custom Service arrangement and will, therefore, reflect varying rates for individual arrangements.

**12.7.4** The method of payment will be specified in the Centrex Custom Service agreement.

**12.8 Construction Charges**

**12.8.1** Construction charges may be applied in those cases where customers request services in excess of that which is normally provided and contemplated under the rates quoted in the Local Exchange Tariff.

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13.0 - CALL RESTRICTION SERVICES

13.1 Call Screening Services Service Commission

13.1.1 Call Screening Services are available to all classes of business and residential customers where facilities exist. These services prevent the billing of incoming collect and/or third number billed calls to a customer's telephone number.

13.1.2 The Company makes no guarantee and assumes no liability for the accuracy of Call Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Call Screening Service.

13.1.3 Rates and Charges

A. The following rates and charges apply to the provisioning of Call Screening Services and are in addition to all other applicable charges.

	Monthly Rate (per line)		Service Order Charge	
	Res	Bus	Res	Bus
Collect Call Block	\$3.00	\$5.00	\$6.00	\$14.00
Third Number Block	\$3.00	\$5.00	\$6.00	\$14.00
Collect Call & Third Number Block	\$3.00	\$5.00	\$6.00	\$14.00

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13.0 - CALL RESTRICTION SERVICES(continued)

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13.2 Toll Blocking

13.2.1 Toll Blocking Service restricts direct dialed one plus (1+), International (011+), zero plus (0+), or zero minus (0-), and/or directory assistance (1411, 1-555-1212, 1-XXX-555-1212). Calls to 800 numbers will not be blocked (1+800-XXX-XXXX).

13.2.2 Toll Blocking Service is available to business and residential individual line customers where facilities exist. This service will not be provided on trunks or Centrex lines.

13.2.3 The Company makes no guarantee and assumes no liability for the accuracy of Toll Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Toll Blocking Service.

13.2.4 Rates and Charges

A. Two Toll Blocking Services are available. The following rates and charges apply to the provisioning of Toll Blocking Services and are in addition to all other applicable charges.

- 1. Toll Restriction 1: Restricts any direct dialed one plus (1+), International (011+), and Directory Assistance (1411, 1-555-1212, 1-XXX-555-1212). This option also allows outgoing toll calls to be charged to a credit card, third party number, or collect to the number called.
- 2. Toll Restriction 2: Restricts any direct dialed one plus (1+), International (011+), Directory Assistance (1411, 1-555-1212,1-XXX-555-1212), and any local or long distance zero plus (0+).

	Monthly Rate (per line)		Service Order Charge	
	Res	Bus	Res	Bus
Toll Restriction 1	\$3.00	\$5.00	\$6.00	\$14.00
Toll Restriction 2	\$3.00	\$5.00	\$6.00	\$14.00

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13.0 – CALL RESTRICTION SERVICES(continued)

13.3 Total Call Restriction

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13.3.1 Total Call Restriction is offered to residential and business individual line customers. It is an optional service available to hospitals, motels, and other businesses and institutions on a per line basis, where facilities exist. The service is offered to provide customers with a choice of originating restriction options. The service provides information that will allow the restriction of originating operator-handled toll calls to be billed outgoing to a credit card, a third number or collect to the number called. This service offering does not include Centrex lines.

A. The customer will specify at the time of the order the restriction(s) desired. The customer may specify any of the following to restrict the billing of outgoing toll calls to:

- Credit Card
- Third Number
- Collect to the number called

B. This service provides for information designating the customer's line as having a requirement for special billing and defines the requirements for the operator.

C. The Company makes no guarantee and assumes no liability for the accuracy of Total Call Restriction for calls outside of the Everest calling area. The customer agrees fully and completely to indemnify and save harmless the Company, it's successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Total Call Restriction.

D. Rates and Charges

	Monthly Rate (per line)		Service Order Charge	
	<u>Res</u>	<u>Bus</u>	<u>Res</u>	<u>Bus</u>
Total Call Restriction	\$3.00	\$5.00	\$6.00	\$14.00

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