## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of the Cancellation of the Certificate of Service Authority of TransWorld Network, Corp.

File No. XD-2010-0209 Tariff No. JX-2003-0127

## ORDER CANCELING CERTIFICATE AND ACCOMPANYING TARIFF

)

Issue Date: February 2, 2010 Effective Date: February 12, 2010

On January 14, 2010, the Staff of the Missouri Public Service Commission filed a motion requesting that the Commission cancel Transworld Network, Corp.'s certificate of service authority to provide intrastate interexchange telecommunications services in the state of Missouri. In File No. TO-2000-352, the Commission recognized the name change of London Telecom Network, Corp., a certificated interexchange service provider in Missouri, to TransWorld Network, Corp. and approved TransWorld's interexchange tariff, M.P.S.C. No. 1.

Staff states in its motion that Transworld contacted Staff and requested that its certificate of service authority and tariff be canceled. Staff recommends that the Commission cancel the company's certificate of service authority to provide intrastate interexchange telecommunications services.

On January 19, 2010, the Commission issued an Order Directing Notice allowing any parties to file an objection or request a hearing to do so no later than January 29, 2010. No objections or requests for a hearing were filed.

The Commission has the authority to cancel a certificate and tariff pursuant to Section 392.410.5, RSMo, which states, in part, "[a]ny certificate or service authority may

be altered or modified by the commission after notice and hearing, upon its own motion or upon application of the person or company affected."

Based on Staff's motion, the Commission finds that the certificate of service authority granted to Transworld Network, Corp., shall be canceled. The Commission will also cancel Transworld's tariff.

#### THE COMMISSION ORDERS THAT:

- 1. The authority to provide intrastate interexchange telecommunications services granted to Transworld Network, Corp., in File No. TO-2000-352, is canceled.
- 2. Transworld Network, Corp.'s tariff, M.P.S.C. No. 1 (Tariff No. JX-2003-0127), is canceled.
  - 3. This order shall become effective on February 12, 2010.
  - 4. This case may be closed on February 13, 2010.

BY THE COMMISSION

Steven C. Reed Secretary

(SEAL)

Nancy Dippell, Deputy Chief Regulatory Law Judge, by delegation of authority pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri on this 2nd day of February, 2010.

#### TITLE PAGE

## Missouri Bublique

#### MISSOURI TELECOMMUNICATIONS TARIFF

REC'D DEG 0 1 1999

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by TransWorld Network, Corp. hereinafter in the text of this tariff referred to as "TransWorld Network" with principal offices at 2502 Rocky Point Drive, Suite 170, Tampa Bay, FL 33607. This tariff applies for services furnished within the state of Missouri. This tariff is on file with the Missouri Public Service Commission, where copies may be inspected during normal business hours.

TransWorld Network, Corp., operates as a competitive telecommunications company as defined in Case No. TO-88142 within the State of Missouri. TransWorld Network, Corp. was granted competitive status in the Public Service Commission's Report and Order in Case No. TA-93-299, effective July 26, 1993.

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# WAIVER OF STATUTORY AND REGULATORY REQUIREMENTS DEC 01 1999

By order of the Missouri Public Service Commission effective July 26, 1993 in Case No. TA-93-299, the following statutory and regulatory requirements have been waived:

#### **Statutes**

392.240(1)	_	rate making
392.270	_	valuation of property (rate making)
392.280	_	depreciation accounts
		issuance of securities
		stock and debt issuance
		stock dividend payment
		issuance of securities, debt and notes
		reorganization(s)

#### Commission Rules

4 CS	R 240-10.020 R 240-30.010(2)(C) R 240-30.060(5)(B)		depreciation fund income rate schedule
th	rough (0)	-	records re: rate making
4 CS	R 240-32.030(1)(B)	_	exchange boundary maps
4 CS	R 240-32.030(1)(C)	_	record keeping
4 CS	R 240-32.030(2)		in-state record keeping
4 CS	R 240-32.050(3)		local office record keeping
4 CS	R 240-32.050(4)		telephone directories
4 CS	R 240-32.050(5)		call intercept
4 CS	R 240-32.050(6)		telephone number changes
4 CS	R 240-32.070(4)		public coin telephone
4 CS	R 240-33.030	_	minimum charges rule

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TransWorld Network, Corp.

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#### Missouri Public Service Commission

#### SYMBOLS

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The following are the only symbols used for the purposes indicated below:

- D Delete or Discontinue.
- I Change Resulting In An Increase to A Customer's Bill.
- M Moved From Another Tariff Location.
- N New.
- R Change Resulting In A Reduction to A Customer's Bill.
- T Change In Text or Regulation But No Change In Rate or Charge.

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#### TARIFF FORMAT

RFC'D DEO 0 1 1999

- A. Page Numbering Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the PSC. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the PSC follows in their tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect.
- C. <u>Paragraph Numbering Sequence</u> There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.1. 2.1.1. 2.1.1.A. 2.1.1.A.1. 2.1.1.A.1.(a). 2.1.1.A.1.(a).I. 2.1.1.A.1.(a).I.(i). 2.1.1.A.1.(a).I.(i).

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# SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS DEC 01 1999

Access Line - An arrangement which connects the customer's location to a TransWorld Network switching center or to a switching center of TransWorld Network's underlying carrier(s).

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Billed Party - The person or entity that accepts responsibility for the payment of charges for a call over the company's service.

<u>Call Processing System [CPS]</u> - Equipment placed by the Company at the subscriber's premise to automate collect calls and record credit card information for billing purposes.

Company or Carrier - TransWorld Network.

Conversation Minutes - For billing purposes, calls are billed on conversation minutes and begin when the called party answers and end when the calling party hangs up.

<u>Customer</u> - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the company's tariff regulations.

Day - From 8:00 AM up to but not including 5:00 PM local time Monday through, Friday.

Evening - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

Holidays- TransWorld Network's recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

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MPSC - Missouri Public Service Commission.

Night/Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

Operator Assisted Calls - Calls placed by dialing 0 + (area code) + (exchange) + (line number), i.e., "0+", or by dialing "00", with all subsequent dialing being performed by the telephone operator, i.e., "00". The following are examples of calls normally placed in this manner.

Calling Card Calls - Calls for which charges are billed not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose. An automated interface or live operator's intervention is required to perform appropriate call completion functions and gather billing information on the calling card number to which the charges are to be billed.

Collect Calls - Calls for which charges are billed, not to the originating telephone number, but to the destination or terminating telephone number. An automated interface or a live operator's intervention is required to obtain agreement for the called party to accept the charges.

Credit Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a general purpose credit card, such as VISA, MasterCard, or American Express. An automated interface or a live operator's intervention is required to perform appropriate call completion functions and gather billing information on the credit card account number to which the charges are to be billed.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CODE OF DEC 0 1 1999)

Person to Person Calls - Calls which are placed under the stipulation that the caller will speak only to a specific called party. An automated interface or live operator's intervention is required on calls of this type to determine whether the specified called party is available to accept the call, satisfying the stipulation under which the call was placed.

Room Charge Calls - Calls for which charges are collected by the subscriber, normally a hotel, motel or hospital, but including other institutions, from the guest or occupant of the room from which the call originated. Calls of this type require that TransWorld Network communicate the call detail and charges back to the originating subscriber location upon completion of the call.

Third Party Calls - Calls for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number. An automated interface or a live operator's intervention is required to record the telephone number to which the charges are to be billed and to obtain agreement from the third party to accept the charges.

<u>Operator Services</u> - The automated interface services or the live operator intervention services provided in connection with placing an Operator Assisted Call.

Operator Service Charge - A non-measured (fixed) charge which is added to a measured charge in calculating the total tariff charges due for a completed Operator Assisted Call.

Rate Center - The Points of Presence (POPs) or first point of interconnection of local exchange facilities providing access to the long distance network of the Company's Underlying Carrier and the point from which a customer's traffic is rated and billed.

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# SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CORP. COMP. C

Subscriber - The property, or property owner, to water to water to water the best of 1999 Network provides its services.

<u>Underlying Carrier</u> - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of customer telecommunications traffic within Missouri.

<u>User</u> - The person at the Subscriber's location who actually places the call over the Company's service.

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#### SECTION 2 - RULES AND REGULATIONS

Missouri Public Service Commission

REC'D DEC 01 1999

2.1 Undertaking of TransWorld Network Corp.

TransWorld Network services and facilities are furnished for communications originating at specified points within the state of Missouri under terms of this Tariff.

TransWorld Network undertakes to provide only those services as are furnished under the terms and subject to the conditions set forth under this Tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities, as legally defined in Missouri Public Service Commission rules, when authorized by the customer, to allow connection of a customer's location to the TransWorld Network, network. The customer shall be responsible for all charges due for such service arrangement.

#### 2.2 Limitations

- 2.2.1 Service is offered subject to the availability of facilities and the provisions of this Tariff.
- 2.2.2 Upon due notice TransWorld Network reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control, or when the customer is using service in violation of the law or the provisions of this Tariff, or for nonpayment by the customer of tariffed charges, as permitted by the rules of the MPSC.
- 2.2.3 All services provided under this Tariff are directly controlled by the customer, and the customer may not transfer or assign the use of service or facilities, except with the express written consent of The Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

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# SECTION 2 - RULES AND REGULATIONS (Cont'd) DEC 01 1999

2.2.4 Prior written permission from The Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

#### 2.3 Liabilities of The Company

- 2.3.1 TransWorld Network's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmissions occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.
- 2.3.2 TransWorld Network shall be indemnified and held harmless by the customer against:
  - (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over The Company's facilities.
  - (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by TransWorld Network.

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SECTION 2 - RULES AND REGULATIONS (Cont'd.)

## Interruption of Service

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- 2.4.1 Credit allowance for the interruption of service which 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 2.3.1 herein. It shall be obligation of the customer to notify Company immediately of any interruption in service for which a credit allowance is desired. giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer with his control, or is not in wiring or equipment, if any, furnished by customer and connected to The Company's The Company's service and facilities facilities. are provided on a monthly basis, unless ordered on a longer basis and are provided 24 hours per day, 7 days per week.
- 2.4.2 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.4.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula: Credit =  $\frac{A}{720}$  x B

"A" - outage time in hours

"B" - total monthly charge for affected fari Public Sommission

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#### 2.5 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, subpart D of the Rules and Regulations of the Federal Communications Commission and the Rules and Regulations of the MPSC.

#### 2.6 Returned Checks

If Company receives a check from a Customer in payment for service rendered or for any other reason of indebtedness and which is returned from the bank due to insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or for any other reason, The Company shall apply a bad check charge of \$15.00 or 5% of the face value of the check, whichever is greater.

The charge shall be applied to Customer's monthly billing in addition to any other charges which may apply under this Tariff. Payment rendered by check, which is subsequently dishonored shall not constitute payment until such time as repayment is made by valid means.

#### 2.7 Deposits and Advance Payments

The Company does not require a deposit from the customer. The Company does not collect advance payments.

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## SECTION 2 - RULES AND REGULATIONS (Cont's ) Vice Committee Committ

#### 2.8 Taxes

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All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the Company's scheduled rates.

#### 2.9 Contested Charges

Pursuant to the rules and regulations of the MPSC, for consideration of any disputed charge, a subscriber must submit in writing to TransWorld Network the call details and basis for any requested adjustment. TransWorld Network will promptly investigate and advise the subscriber as to its findings and disposition. Any undisputed charges must be paid on a timely basis.

#### 2.10 Disconnection and Restoration

2.10.1 Service may be discontinued by Carrier upon due notice and in compliance with the rules and regulations of the MPSC.

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# SECTION 2 - RULES AND REGULATIONS (Cont'd.)

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#### 2.11 Special Conditions Governing Operator services

- 2.11.1.1 Each Customer subscribing to TransWorld Network operator services (see Section 3.7.1) disclose the following information to transient end users by displaying the following information supplied on stickers or tent cards provided by the Company:
  - 1) Company name - TransWorld Network
  - 2) Rates for operator services -

Person to Person 3.50 Station to Station 1.88 Customer Dialed Calling Card .80

- 3) Billing procedures - all operator services handling fees and long distance rates will be billed to the end user on their telephone bill. Per-call surcharges on calls made from payphones and other aggregator locations will not appear on local exchange company billings.
- 4) IntraLATA dialing instructions - please consult your local telephone company directory or operator.
- 5) IntraLATA rates - please consult telephone company directory or operator.
- 6) InterLATA dialing instructions - dial 0 area code number.
- 7) InterLATA rates - dial 0 to retrieve rates.
- 8) Surcharges for local calls - establishment charge for local calls: \$ X.00 or X% (to be billed by establishment). Surcharges will not be collected through local exchange company billing securi Public

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# SECTION 2 - RULES AND REGULATIONS (CONT' CREC'D DEC 01 1999

- 9) Surcharges for long distance calls establishment charge for long distance calls: \$ x.00 or X% (to be billed by establishment). Surcharges will not be collected through local exchange company billing.
- 2.11.2 The following conditions also apply specifically to traffic aggregator subscribers:
  - 1) Carrier will refuse operator services to traffic aggregators which block access to other carriers.
  - 2) Traffic aggregators will post and display information including (1) that Carrier 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 carriers.
- 2.11.3 Carrier will not bill for incomplete calls where answer supervision is available. Carrier will not bill for incomplete calls and will remove any charges(s) for incomplete calls upon (i) subscriber notification or (ii) Carrier's knowledge.
- 2.11.4 The called and billed party, if different from the caller, will be advised that Carrier is the operator service provider at the time of the initial contact.
- 2.11.5 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 2.11.6 Any per-call surcharges that may be collected by Carrier on behalf of the traffic aggregator subscriber will not appear on any local exchange company (LEC) billings.

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Glenna Tighe, CGA Director of Regulatory Affairs TransWorld Network, Corp. 2502 Rocky Point Drive, Suite 170

## SECTION 2 - RULES AND REGULATIONS (Cont'd RECT) DEG 0 1 1999

- 2.11.7 If applicable, Carrier shall be listed on the LEC billing if the LEC has multicarrier billing ability.
- 2.11.8 Carrier will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards.
- 2.11.9 Carrier will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate emergency service provider, at no charge.
- 2.11.10 Upon request, Carrier will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

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#### SECTION 3 - DESCRIPTION OF SERVICE

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- 3.1 <u>Inn Touch I</u> Direct Dial 1+ Service that is pre-subscribed to by Hotels, Motels, Hospitals or Universities with no monthly long distance usage commitment.
  - 3.1.1 Switched Equal access line.
  - 3.1.2 Dedicated Private or leased line.
- 3.2 <u>Inn Touch II</u> Direct Dial 1+ Service that is pre-subscribed to by Hotels, Motels, Hospitals or Universities with \$500 \$1,000 of monthly long distance usage.
  - 3.2.1 Switched Equal access line.
  - 3.2.2 Dedicated Private or leased line.
- 3.3 <u>Inn Touch III</u> Direct Dial 1+ Service that is pre-subscribed to by Hotels, Motels, Hospitals or Universities with \$1,000 or more of monthly long distance usage.
  - 3.3.1 <u>Switched</u> Equal access line.
  - 3.3.2 Dedicated Private or leased line.
- 3.4 800 Inbound Service that is pre-subscribed to by Hospitality, Business and University customers providing toll free number service and billed to the called party.
  - 3.4.1 <u>Inn Touch 800 I [DAL]</u> Dedicated Access Line. Strictly 800 incoming calls line.
  - 3.4.2 Inn Touch 800 II [WAL] Wide Access Line (WATS). Lines in which In and Out WATS services are on the same line.
  - 3.4.3 <u>Inn Touch 800 III [CBL]</u> Common Business Line (switched). Lines in which calls rolls over to the next line.

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### SECTION 3 - DESCRIPTION OF SERVICE (Cont' REC'D DEC 01 1999

- 3.5 <u>Business Direct Dial</u> Direct Dial 1+ Service that is presubscribed to by business customers.
  - 3.5.1 <u>Direct Line I [switched)</u> Service on an equal access line.
  - 3.5.2 <u>Direct Line II [dedicated)</u> Service on a private or leased line.
- 3.6 Calling Card PractaCall Allows customer to gain access to their long distance service from anywhere nationally to anywhere nationally via discount service billed back to the customer's account.
- 3.7 Operator Services

Operator service-assisted calls are timed according to Section 3.8. Billing is in one minute increments and no customer will be billed for an uncompleted call. This service includes the completion of collect, station to station, person to person, and credit card calls by TransWorld Network's operator and is separated into the following categories. As set forth in Sections 4.7 of this tariff, Carrier's charges for operator service-assisted calls are the same for each of these categories and do not vary with the location from which the call is placed.

3.7.1 Operator services to end users pre-subscribed to the company.

All operator services to end users who have presubscribed to TransWorld Network services or who have a contractual or working relationship with the Company are charged the rates for operator assistance as outlined in Sections 4.7.1., 4.7.2, and 4.7.3.

3.7.2 Operator services to local exchange company payphones, hotels, motels, and other transient locations.

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# SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)

3.7 Operator Services (Cont'd.)

REC'D DEC 01 1999

3.7.3 Operator services to privately owned payphones.

#### 3.8 Timing of Calls

The customer's long distance usage charge is based on the actual usage of TransWorld Network's network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. A call is terminated when either party hangs up.

#### 3.9 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate center involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

FORMULA:

$$\frac{(VI - V2]2 + (HI - H2)2}{10}$$

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## SECTION 3 - DESCRIPTION OF SERVICE (Cont. dipouri Public

### 3.9 <u>Calculation of Distance</u> (Cont'd)

REC'D DEC 0 1 1999

EXAMPLE: Distance between Miami and New York City -

Square and add: 11,249,316 + 772,641 = 12,021,957

Divide by 10 and round: 12,021,957 / 10 = 1,202,195.70 = 1,202,196

Take square root and round: 1,202,196 = 1,096.4 = 1,097 miles

#### 3.10 Minimum Call Completion Rate

A customer can expect a call completion rate of not less than 99% during peak use periods for all FGD services.

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XD-2010-0209; JX-2003-0127

Glenna Tighe, CGA Director of Regulatory Affairs TransWorld Network, Corp. 2502 Rocky Point Drive, Suite 170

#### TransWorld Network, Corp.

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		SECTION 4 - RATES	Missouri Public Service Commission
4.1	Inn Touch	<u>I</u>	REC'D DEC 0 1 1999
	4.1.1	Switched	
		Usage charge per minute: Day Evening/Night/Weekend	\$ .1506 .1156
	4.1.2	Dedicated	
		Usage charge per minute: Day Evening/Night/Weekend	\$ .1151 .0881
4.2	Inn Touch	<u>II</u>	
	4.2.1	Switched	
		Usage charge per minute: Day Evening/Night/Weekend	\$ .1456 .1099
	4.2.2	Dedicated	
		Usage charge per minute: Day Evening/Night/Weekend	\$ .1099 .0831

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				Service Commission
		SECTION 4 - RATES (Cont'd.)	)	
4.3	Inn Touch	III		RECD DEC 0 1 1999
	4.3.1	Switched		
		Usage charge per minute: Day Evening/Night/Weekend	\$	.1350 .0995
	4.3.2	Dedicated		
		Usage charge per minute: Day Evening/Night/Weekend	\$	.1050 .0795
4.4	800 Inbou	<u>nd</u>		
	4.4.1	Inn Touch 800 I (DAL)		
		Usage charge per minute: Day Evening/Night/Weekend	\$	.1210 .1031
	4.4.2	Inn Touch 800 II (WAL)		
		Usage charge per minute: Day Evening/Night/Weekend	\$	.1810 .1500
	4.4.3	Inn Touch 800 III (CBL)		
		Usage charge per minute: Day Evening/Night/Weekend	\$	.1780 .1700

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		SECTION 4 - RATES (Con-	t'd.)	Missouri Public Service Commission
4.5	Business	Direct Dial		REC'D DEC 01 1999
	4.5.1	Direct Line I (switched)		
		Usage charge per minute: Day Evening Night/Weekend	\$	.1600 .1400 .1300
	4.5.2	Direct Line II (dedicated)  Usage charge per minute:  Day  Evening  Night/Weekend	\$	.1151 .1000 .0881
4.6	Calling (	Card - PractaCall		

Usage call per minute:

Day \$ .20 Evening/Night/Weekend .18

Per call fee of \$ .50.

#### 4.7 Operator Services

4.7.1 For operator services from hotels, motels, presubscribed local exchange company payphones and other transient locations, the subscriber has the option of choosing from the following seven (7) rate plans. Additional operator handling fees, as set forth in Section 4.7.3 also apply. Once the subscriber chooses a plan, the rates cannot vary from those specified in the chosen plan unless the subscriber elects, in writing, to switch plans.

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### SECTION 4 - RATES (Cont'd.)

## Missouri Public Service Commission

#### 4.7.2 Usage Charges

RECT) DEC 0 1 1999

4.7.2.A Plan I

RATE <u>MILEAGE</u>	INITIAL 1 MINUTE	EACH ADD'L MINUTE ALL HOURS/ALL CLASSES OF SERVICE
1-10	.1800	.1700
11-22	.1975	.1975
23-55	.1975	.1975
56-124	.2160	.2150
125-292	.2160	.2150
293-over	.2300	.2300

#### 4.7.2.B Plan II

RATE MILEAGE	INITIAL 1 MINUTE	EACH ADD'L MINUTE ALL HOURS/ALL CLASSES OF SERVICE
1-10	.1980	.1870
11-22	.2173	.2173
23-55	.2173	.2173
56-124	.2376	.2365
125-292	.2376	.2365
293-over	.2530	.2530

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### SECTION 4 - RATES (Cont'd.)

## Missouri Public Spryice Commission

4.7.2 Usage Charges

(cont'd)

RECT DEC 0 1 1999

4.7.2.C Plan III

RATE MILEAGE	INITIAL 1 MINUTE	EACH ADD'L MINUTE ALL HOURS/ALL CLASSES OF SERVICE
1-10	.2160	.2040
11-22	.2370	.2370
23-55	.2370	.2370
56-124	.2592	.2580
125-292	.2592	.2580
293-over	.2760	.2760

#### 4.7.2.D Plan IV

RATE		EACH ADD'L MINUTE ALL HOURS/ALL
MILEAGE	INITIAL 1 MINUTE	CLASSES OF SERVICE
1-10	.2340	.2210
11-22	.2568	.2568
23-55	.2568	.2568
56-124	.2808	.2795
125-292	.2808	.2795
293-over	.2990	.2990

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## Missouri Public Service Commission

### SECTION 4 - RATES (Cont'd.)

4.7.2 Usage Charges (cont'd) **REC'D DEC 0 1 1999** 

4.7.2.E Plan V

RATE	TNITETAL 1 MINUSE	EACH ADD'L MINUTE ALL HOURS/ALL
<u>MILEAGE</u>	INITIAL 1 MINUTE	CLASSES OF SERVICE
1-10	.1800	.1700
11-22	.1975	.1975
23-55	.1975	.1975
56-124	.2160	.2150
125-292	.2160	.2150
293-over	.2300	.2300

Time of day discounts apply as follows:

08 Day: Evening: 33% Nite/Weekend 48%

#### 4.7.2.F Plan VI

RATE		EACH ADD'L MINUTE ALL HOURS/ALL	
MILEAGE	INITIAL 1 MINUTE	CLASSES OF SERVICE	
1-10	.3300	.3300	
11-22	.3300	.3300	
23-55	.3300	.3300	
56-124	.3300	.3300	
125-292	.3300	.3300	
293-over	.3300	.3300	

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### SECTION 4 - RATES (Cont'd.)

#### Missouri Public service Commission

4.7.2 Usage Charges (cont'd)

**REC'D DEC 01 1999** 

4.7.2.G Plan VII

RATE		EACH ADD'L MINUTE ALL HOURS/ALL	
MILEAGE	INITIAL 1 MINUTE	CLASSES OF SERVICE	
1-10	.3500	.3500	
11-22	.3500	.3500	
23-55	.3500	.3500	
56-124	.3500	.3500	
125-292	.3500	.3500	
293-over	.3500	.3500	

#### 4.7.3 Operator Handling Fee

In addition to the per minute charges set forth in Section 4.7.2, calls are subject to an operator handling fee. This charge will be included with the usage charges on a monthly invoice as set forth below:

Plans I, IV and V only
Consumer Dial Calls \$ .80, or \$1.25, or \$1.75
Subscriber chooses one only

Plan VI only
Consumer Dial Calls \$ .80

Plan VII
Consumer Dial Calls \$ 1.75

Plans II and III
Consumer Dial Calls \$ .80

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### SECTION 4 - RATES (Cont'd.)

## Missouri Public Service Commission

#### 4.7 Operator Services (Cont'd.)

REC'D DEC 0 1 1999

4.7.3 Operator Handling Fee (Cont'd)

All Plans

Operator Station Calls

0-10 miles	\$1.35
Over 10 miles	1.75
Person-to-Person Calls	3.50
Collect	1.75
Third Party	1.75

4.7.4 Charges for Operator Services from Privately Owned (nonLEC) Payphones.

> For TransWorld Network operator assisted calls placed from privately owned payphones, the rate schedules set forth in Sections 4.7.2 and 4.7.3 apply.

- 4.7.5 Charges for Operator Assistance from Pre-subscribed Customers (See Section 3.7.1)
- 4.7.6 EMERGENCY SERVICES

Emergency services supplied by TransWorld Network, Corp. to end users shall be no charge to the end user.

#### 4.7.7 AGGREGATOR SURCHARGES

Any per-call surcharges will not be collected by TransWorld Network through local exchange carrier billing.

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4.8

## SECTION 4 - RATES (Cont'd.)

## Special Promotions and Discounts

REC'D DEC 0 1 1999

The Company will, from time to time, offer special promotions to its customers, waiving certain charges. These promotions, will be for the purposes of bettering the overall service to the customer. These promotions require PSC approval, and will not run longer than 90 days in any twelve (12) month period.

#### 4.9 Exemptions and Special Rates

#### 4.9.1 Discounts for Hearing Impaired Customers

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments individuals or equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator services when the call is placed by a method that would normally incur the surcharge.

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