

FORM NO. 13

P.S.C.MO. No. 1

{ Original } SHEET No. E
{ Revised }

All previous

Cancelling P.S.C.MO. No. Schedules

{ Original } SHEET No. _____
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LATHROP TELEPHONE COMPANY For LATHROP

Name of Issuing Corporation

MISSOURI

Community, Town or City
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GENERAL RULES AND REGULATIONS SECTION

JUN 26 1970

MISSOURI
Public Service Commission

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P.S.C.MO. No. 1

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Cancelling P.S.C.MO. No. 1

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SHEET No. E-1

LATHROP TELEPHONE COMPANY For
Name of Issuing Corporation

LATHROP
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LATHROP TELEPHONE COMPANY
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Public Service Commission**

GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

A. APPLICATION

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariffs, the General Exchange Service Tariffs and the Long Distance Service Tariffs. They apply to the intrastate services and facilities furnished in Missouri by the Lathrop Telephone Company, hereinafter referred to as the Telephone Company, or Company. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to cancel the contract and discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulations or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the Local Exchange Service Tariffs, the General Exchange Service Tariffs or the Long Distance Service Tariffs, the rate, rule, regulation or provision contained in the specific Tariffs shall prevail.

These Tariffs cancel and supersede all other Tariffs of the Telephone Company issued and effective prior to the effective dates of this Tariff.

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GENERAL RULES AND REGULATIONS

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rates.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rates.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

C. OBLIGATION AND LIABILITY OF COMPANY

1. Availability of facilities

The Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary lines, circuits and equipment. Customer must provide sufficient electrical power.

(N)
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(N)

2. Interruptions of Service

If service is interrupted for more than 48 hours other than by the negligence or willful act of the subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case attach to the Company.

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GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

C. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY
(continued)

3. Directory errors and Omissions

a. The Telephone Company's liability for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rate abatement of the charge for such of the subscriber's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

4. Transmitting Messages

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

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LATHROP
COMMUNITY TELEPHONE CO. OF
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GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

C. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY
(continued)

5. Use of Connecting Company Lines

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

6. Defacement of Premises

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

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D. USE OF SERVICE AND FACILITIES

MISSOURI
Public Service Commissior

1. OWNERSHIP AND USE OF EQUIPMENT

Facilities furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right, at any reasonable hour, to inspect, maintain, or repair the facilities.

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If the installation and maintenance of service are requested at locations which are or may become hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service, and, if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

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LATHROP TELEPHONE COMPANY

FOR

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GENERAL REGULATIONS

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D. USE OF SERVICE AND FACILITIES (Continued)

MISSOURI

2. Unauthorized Attachments or Connections

Public Service Commission

The Telephone Company shall not be required to attach its facilities or lines to equipment not registered with the FCC. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect, suspend, or to terminate the service after notification has been made to the customer.

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3. Use of Subscriber Service

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

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GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

D. USE OF SERVICE AND FACILITIES (continued)

4. Tampering with Equipment

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

5. Use of Profane Language or Impersonation of Another

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

6. Governmental Objections to Service

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

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Community, Town or City
MISSOURI

GENERAL RULES AND REGULATIONS

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GENERAL REGULATIONS

NOV 30 1978

MISSOURI

E. ESTABLISHMENT AND FURNISHING OF SERVICE Service Commission

1. Application for Service

a. Applications for service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and applicable elements of the Multi Element Charge Plan. The terms and conditions specified in such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

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

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GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

E. ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number or the central office designation, or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

3. Alterations

The subscriber agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such changes.

4. Payment for Service

The Subscriber is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these General Rules and Regulations. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

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For LATHROP
Community, Town or City

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GENERAL RULES AND REGULATIONS

MISSOURI

Public Service Commission

GENERAL REGULATIONS

E. ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

5. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in the Telephone Company's tariff, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all accessories connected therewith. In case of loss of, damage to, or destruction of, any of the Company's instruments or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber. Subscribers may not rearrange, disconnect or remove any apparatus or wiring installed by the Telephone Company, except upon the written consent of the Telephone Company.

6. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

7. Right of Way

The Telephone Company's provision of service to the subscriber is contingent upon the subscriber's provision, without charge to the Telephone Company, of suitable private right of way easement as may be required for placement of necessary lines and facilities to the subscriber's premises.

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For LATHROP

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GENERAL RULES AND REGULATIONS

GENERAL REGULATIONS

F. TELEPHONE DIRECTORIES

1. Distribution

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

2. Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of telephone service, and are to be returned to the Telephone Company upon request or when new directories are issued. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the subscriber. No binder, holder, or auxiliary cover, except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

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GENERAL RULES AND REGULATIONS

MISSOURI
Public Service Commission

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses, except as noted under B-2, offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs, or lodges, public, private, or parochial schools or colleges, hospitals, libraries and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. Where the place of business and the residence of a subscriber are on the same premises and no telephone installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station extension bell is located in a shop, office, or other place of business.

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GENERAL RULES AND REGULATIONS MISSOURI

Public Service Commission

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS: (continued)

- 6. In college fraternity and sorority houses.
- 7. At any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

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

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GENERAL RULES AND REGULATIONS

ESTABLISHMENT AND MAINTENANCE OF CREDIT

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A. ESTABLISHMENT OF CREDIT

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Public Service Commission

1. The Telephone Company is not obligated to furnish service to any individual or firm that has an unpaid and undisputed delinquent account for service previously rendered by the Company at the same or different address, until arrangements have been made to liquidate such previous indebtedness to the Company.
2. For residential customers, the Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:
 - A. The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
 - B. The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.
3. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.
4. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.
5. Terms of Deposits:
 - A. Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.

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GENERAL RULES AND REGULATIONS

ESTABLISHMENT AND MAINTENANCE OF CREDIT

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A. ESTABLISHMENT OF CREDIT (continued)

5. Terms of Deposit (continued)

- B. The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the Wall Street Journal. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the Wall Street Journal on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.
- C. Upon discontinuance or termination of service, the deposit will be credited, with accrued interest, to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- D. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits with accrued interest will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.
- E. The Company will maintain records of all pertinent information with regard to each deposit held.
- F. The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit.

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MISSOURI
Public Service Commission

Lathrop Telephone Company
of Princeton, MO

P.S.C. MO. No. 1
4th Revised Sheet No. E-19
Cancels 3rd Revised Sheet No. E-19

GENERAL RULES AND REGULATIONS

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ESTABLISHMENT AND MAINTENANCE OF CREDIT

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Issued: December 21, 2000

Philip S. Johnson
General Manager
1001 Kentucky
Princeton, MO 64673

Effective: January 20, 2001

**Lathrop Telephone Company
of Princeton, MO**

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GENERAL RULES AND REGULATIONS

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**Philip S. Johnson
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of Princeton, MO

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GENERAL RULES AND REGULATIONS

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General Manager
1001 Kentucky
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LATHROP TELEPHONE COMPANY For LATHROP
Name of Issuing Corporation

Community, Town or City
MISSOURI JUN 26 1970

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GENERAL RULES AND REGULATIONS

MISSOURI
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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

A. INITIAL CONTRACT PERIODS

1. Unless otherwise specified herein or elsewhere in the Telephone Company's Tariffs, the initial (or minimum) contract period is one month from the date service is established and the minimum charge is the established rate for one month.
2. The length of contract period for directory listings, and for joint user service, where the listings actually appear in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
3. The initial contract period for Private Branch Exchange systems shall be as specified in the General Exchange Service Tariffs under the sub-heading "Private Branch Exchange Service".
4. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction, necessary to meet special demands, and involving extra costs.

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Public Service Commission

*Indicates new rate or text
+Indicates change

DATE OF ISSUE June 25, 1970 DATE EFFECTIVE SEP 30 1970
month day year month day year

ISSUED BY Sean McDermott, President title Lathrop, Mo. address
name of officer

GENERAL RULES AND REGULATIONS

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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

DEC 21 2000

B. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS:

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1. Service may be discontinued for any of the following reasons:
 - A. Non-payment of an undisputed delinquent charge for basic local telecommunications service.
 - B. Failure to post a required deposit or guarantee.
 - C. Unauthorized use of the Company's service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to its facilities.
 - D. Failure to comply with the terms of a settlement agreement.
 - E. Refusal after reasonable notice to permit inspection, maintenance or replacement of Company's equipment.
 - F. Material misrepresentation of identity in obtaining Company's service.
 - G. As provided by state or federal law.
2. A written notice shall be sent by first class mail ten (10) days prior to the date of the proposed discontinuance of service.
3. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service will not be discontinued on a day when the offices or the Company are not open to facilitate reconnection of basic local telecommunications service or on a day immediately preceding such day.
4. The Company will make reasonable efforts to contact the customer via telephone at least twenty-four (24) hours preceding a discontinuance of basic local telecommunications service. The Company will advise the customer of the proposed discontinuance and what action must be taken to avoid it.

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GENERAL RULES AND REGULATIONS

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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (continued) 21 2000

**B. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS:
(continued)**

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Public Service Commission**

5. Discontinuance of service will be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with verifiable written evidence of such necessity.
6. Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications service. Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.
7. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

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**Philip S. Johnson
General Manager
1001 Kentucky
Princeton, MO 64673**

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MISSOURI
Public Service CommissionGENERAL RULES AND REGULATIONSINITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (continued)

C. DISPUTES BY RESIDENTIAL CUSTOMERS

1. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
2. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
3. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
4. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
5. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
6. Failure of the customer to pay to the Company the amount not in dispute with four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.

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Lathrop Telephone Company
of Princeton, MO

DEC 21 2000

P.S.C. MO. No.1
Original Sheet No. E-22b

MISSOURI
Public Service Commission
GENERAL RULES AND REGULATIONS

INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (continued)

C. DISPUTES BY RESIDENTIAL CUSTOMERS (continued)

7. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
8. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
9. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

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Philip S. Johnson
General Manager
1001 Kentucky
Princeton, MO 64673

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GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICES AND FACILITIES

1. The subscriber shall pay for services and facilities monthly in advance except departments, administrations and agencies of Federal, State, County, township or Municipal governments, and shall pay for Toll Messages (including charges for messenger service), Teletypewriter Exchange Service Messages, and Moves and Changes when billed. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.
2. All bills for local, state or interstate long distance service charges billed by the Company, including any FCC-approved end user charge, or miscellaneous services are payable at the office of the Telephone Company, or an authorized collection agency within twenty-one (21) days from rendition of the bill.
3. The Company will during the first billing period in which a customer receives service, provide the customer with an itemized account of charges for equipment and service for which he has contracted. The Company will render a separate bill for concurrent residence service, unless otherwise requested by the customer.
4. The Company will, after the initial bill for new service, render a bill during each billing period for monthly recurring charges in advance and toll charges in arrears. Special billing arrangements may be established for service provided to governmental agencies.
5. The customer is responsible for all charges in conjunction with the service furnished him including collect toll messages which have been accepted at the customer's telephone.
6. Customers electing to receive an electronic bill statement in lieu of a mailed copy and make payment via automated clearing house (ACH) or credit card will receive a \$1.00 credit each month.^{1, 2}
7. In the event that a check or draft tendered by a customer is returned by the bank, a return check charge in the amount of the bank's charge (i.e., a pass through) plus a \$25.00 administrative fee will apply. The fee will be assessed when a check or instrument issued by a Customer is returned without payment for any reason whatsoever, unless the return is bank error, in which case documentary evidence is required to waive the charge. In addition, the Customer may be required to replace the returned check with a payment in cash or equivalent to cash, such as a cashier's check, certified check or money order.
8. Bills are due as specified on the bill and may be paid at any Business Office of the Company or at any agency authorized to receive such payments. All bills paid after the due date specified on the bill shall have a service charge of \$5.00 added. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.

¹ Effective March 1, 2022, customers newly electing to participate in paperless billing and make payment through automated clearing house (ACH) or credit card will not be entitled to receive a \$1.00 credit each month.

² Effective May 1, 2022, customers who previously elected to participate in paperless billing and make payment via credit card or debit card will not be entitled to receive a \$1.00 credit each month. Customers who have previously elected and continue to participate in paperless billing and automatic payment via ACH prior to March 1, 2022 will continue to receive a \$1.00 credit each month.

GENERAL RULES AND REGULATIONS

CONSTRUCTION CHARGES

1. Excess Construction Charge

- a. Where no facilities are in place, the Company will build one-third of a mile of circuits to any rural customer for business or residence use without excess construction charges.
- b. For all distance over one-third mile an excess construction charge based on the time and materials used for construction may be charged.
- c. The first 1000 feet of circuit on private property for local exchange service will be provided by the Company. Any distance beyond the first 1000 feet may be charged to the customer at time (loaded labor rate) and materials used for construction. An advance payment of the reasonable cost of construction may be required. The customer shall furnish suitable right-of-way to the Company. (T)
- d. For mobile homes, trailers, construction sheds, and other nonpermanent buildings, the customer may be required to pay in advance one year's local service charges in addition to any excess construction charge. This credit may not be used to reduce the monthly bill for toll or taxes, and no portion will be refunded to the customer if service is discontinued before credit is entirely used. (T)
- e. Ownership of all facilities constructed under this section up to the demarcation point will remain with the telephone company.

2. Special Construction

When a special type of construction is desired by a customer, such as underground boring, an additional charge is made. This charge is equal to the difference between the estimated cost of the special type of construction and the average cost of standard construction.

Title to all facilities constructed and paid for wholly or in part by the subscriber is vested in the Company.

3. Temporary Service:

Where plant construction is required to provide exchange, extension line, etc., service, temporary in character, the Company may require the applicant to pay charges based upon the costs involved or to contract for service beyond the initial period or both.

**Lathrop Telephone Company
d/b/a LTC Networks**

**P.S.C. MO. No. 1
For Lathrop, Missouri
1st Revised Sheet No. E-25
Cancels Original Sheet No. E-25**

GENERAL RULES AND REGULATIONS

HOLD FOR FUTURE USE

(D)

(D)

Issued: March 23, 2016

Ron Hinds, CEO
Lathrop Telephone Company
1001 Kentucky Street
Princeton, MO 64673

Effective: April 22, 2016

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Missouri Public
Service Commission
JI-2016-0241

GENERAL RULES AND REGULATIONS

HOLD FOR FUTURE USE

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**Lathrop Telephone Company
d/b/a LTC Networks**

**P.S.C. MO. No. 1
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**Lathrop Telephone Company
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**Lathrop Telephone Company
d/b/a LTC Networks**

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HOLD FOR FUTURE USE

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GENERAL RULES AND REGULATIONS

FOREIGN EXCHANGE SERVICE

MISSOURI
Public Service Commission

A. General

1. Foreign exchange service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer is located.

2. For the purpose of this tariff, the term, "Foreign Exchange", shall mean the exchange from which the foreign exchange service dial tone is furnished. The term, "Normal Exchange", shall mean the exchange normally serving the area in which the customer's premise is located.

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3. Foreign exchange service does not come within the Telephone Company's general undertaking, nor does the Telephone Company obligate itself to furnish such service generally; but will do so where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.

4. Foreign exchange service will be furnished to exchanges within the same LATA as the normal exchange.

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5. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence service. The service will be furnished only at one location or premises for each channel or circuit.

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JUL 1 1988
84-222 et al.
Public Service Commission

6. Where the normal exchange is operated by this Telephone Company, foreign exchange service is furnished only on the condition that the applicant is a customer to individual line business or residence service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a foreign exchange service customer discontinues normal

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Cancelling Original Sheet E-26g
For Lathrop Missouri

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GENERAL RULES AND REGULATIONS

FOREIGN EXCHANGE SERVICE (Cont'd)

MISSOURI

Public Service Commission

exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office, that the foreign exchange service will be discontinued ten (10) days thereafter.

7. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.

8. Foreign exchange service will be furnished at the rates outlined hereafter, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses, and/or other special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.

9.

No off premise extensions will be furnished in connection with foreign exchange service.

10. The use of the service is limited to the customer and his employees for business purposes, and in the case of residence service, to the members of his immediate household. Foreign exchange service calls will be further limited to calls within the local calling area (including any EAS locations) of the foreign exchange. If any customer to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, and/or making toll calls through the foreign exchange, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service will be terminated ten (10) days after the date of such notice.

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For Lathrop Missouri

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GENERAL RULES AND REGULATIONS

FOREIGN EXCHANGE SERVICE (Cont'd)

MISSOURI
Public Service Commission

B. Rates

1. Rates for foreign exchange service will include rates for local service at the foreign exchange, rates for private line service from the foreign exchange to the customer location in the normal exchange, and supplemental charges as outlined below.
2. The charge for local service at the foreign exchange is the established monthly service rate, and non-recurring service connection charge of the foreign exchange for the grade of service (individual line business or residence, or PBX and PABX trunks) with which the foreign exchange service is to be associated.
3. The charges for private line service from the foreign exchange to the customer location in the normal exchange will be as follows:
 - a. For private line facilities provided by this Telephone Company, the rates outlined in this Telephone Company's concurrence in the Oregon Farmers Mutual Telephone Company private line tariff will apply.
 - b. Where all or a portion of the private line facilities are furnished by another telephone company, charges for those facilities shall apply as specified in the regulations of such participating company.
4. A supplemental charge of \$10.00 per month will apply at the normal exchange for each \$.05 multiple, or fraction thereof of the day station-to-station initial period, message toll rate between the normal exchange and the foreign exchange.

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Lathrop Telephone Company

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For Lathrop Missouri

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GENERAL RULES AND REGULATIONS

MAY 2 1988

FOREIGN EXCHANGE SERVICE (Cont'd)

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- 5. Where the normal and foreign exchanges have contiguous Exchange Area Boundaries, a foreign exchange service facility arrangement may be provided by a routing method other than using standard interexchange channel facilities. In all such special routing cases, however, the rates specified above will apply as if the standard interexchange channel facilities were used.

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84-222 et al.
Public Service Commissior

Issued: 5/2/88

Phillip S. Johnson
Operating Manager
1001 Kentucky Street
Lathrop, Missouri 64673

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Lathrop Telephone Company

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For Lathrop Missouri

GENERAL RULES AND REGULATIONS

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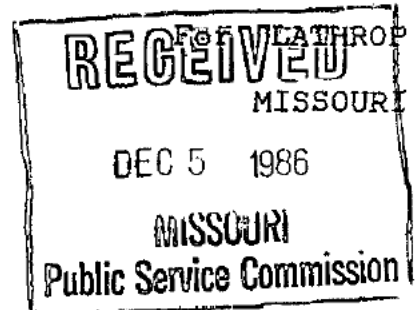
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Operating Manager
1001 Kentucky Street
Lathrop, Missouri 64673

Effective: 7/1/88

LATHROP TELEPHONE COMPANY



GENERAL RULES AND REGULATIONS

DEFINITIONS

BASE RATE AREA

That portion of an exchange area surrounding and including the Central Office or offices or exchange rate center.

CHANNEL (See Circuit)

CIRCUIT

The term applied to a channel used for the transmission of electrical energy in the furnishing of telephone service.

CONNECTING COMPANY

A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONTRACT

The term "Contract" refers to the service agreement between a customer and the Telephone Company under which service and facilities are furnished in accordance with the provisions of the Tariffs applicable.

CUSTOMER (See Subscriber)

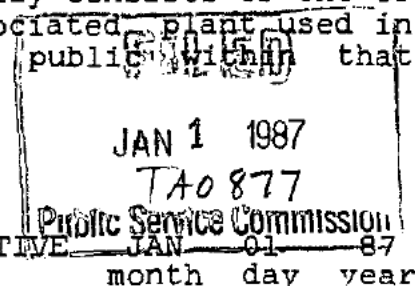
DEMARCATIION POINT

The point of connection provided and maintained by the telephone utility to which the telephone utility-owned existing inside station wiring or customer-provided new inside station wiring becomes dedicated to the individual customer's use. For an individual customer dwelling, this point of connection will generally be immediately adjacent to, or within twelve inches of, the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility.

EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town or village and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

*Indicates new rate or text
+Indicates change



DATE OF ISSUE DEC 01 86
month day year

DATE EFFECTIVE JAN 01 87
month day year

ISSUED BY: Philip S. Johnson
name of officer

Operations Manager
title

Lathrop, MO.
address

FORM NO. 13 P.S.C.MO. No. 1 1st {Original} SHEET No. E-28
{Revised}

Cancelling P.S.C.MO. No. 1 {Original} SHEET No. E-28
{Revised}

LATHROP TELEPHONE COMPANY For LATHROP
Name of Issuing Corporation Community, Town or City
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GENERAL RULES AND REGULATIONS

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DEFINITIONS

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EXCHANGE AREA

The territory served by an exchange.

EXCHANGE STATION (See Telephone Station)

EXTRA LISTING

Any listing of a name or information in connection with a subscriber's telephone number beyond that to which the subscriber is entitled in connection with his regular service.

INDIVIDUAL LINE

An Exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line)

LOCAL MESSAGE

A communication between a calling station and any other station within the local service area of the calling station.

LOCAL SERVICE AREA

The area throughout which communication service is rendered to a calling station without the application of toll charges.

MAIN STATION (See Telephone Station)

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JAN 1 1979

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DATE OF ISSUE DEC 1 1978 DATE EFFECTIVE JAN 1 1979
month day year month day year

ISSUED BY Leon McDermott President Lathrop
name of officer title address

GENERAL RULES AND REGULATIONS

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DEFINITIONS

NOV 19 1997

MULTI ELEMENT CHARGE PLAN

MO. PUBLIC SERVICE COMM

A plan whereby specific costs are associated with distinct categories of work, so established to more equitably assess costs to those customers creating them.

PREMISES

The term "same premises" shall be interpreted to mean all portions of the same building occupied by the same customer.

PRIVATE BRANCH EXCHANGE

A "Private Branch Exchange", or Private Branch Exchange System, is an arrangement of equipment consisting of a switchboard with an operating telephone situated on a customer's premises, stations connected with the switchboard, and connected by trunks with a central office, providing for intercommunication between those stations, and for communication with the general exchange system of the Telephone Company and for toll service.

QUALIFYING LOW-INCOME SUBSCRIBER

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

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RENDITION OF A BILL

Rendition of a bill means the date a bill is mailed to a customer.

SERVICE STATIONS (See Telephone Stations)

SUBSCRIBER

The individual, partnership, association, or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

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GENERAL RULES AND REGULATIONS

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DEFINITIONS

MO. PUBLIC SERVICE COMMISSION

TELEPHONE STATION

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting and receiving telephoen messages.

1. Main Station: A station directly connected by means of an individual line circuit with a central office.
2. Extension Station: A station connected on the same circuit as the main station and having the same telephone number as the main station.
3. Private Branch Exchange Station: Any station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

TOLL BLOCKING

Toll blocking is a service provided by carriers that lets customers elect not to allow the completion of outgoing toll calls to the Long Distance Message Telecommunications Network, this would include 1+,0+ and/or 0- operator handled calls.

TOLL MESSAGE

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

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LATHROP TELEPHONE COMPANY

FOR

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GENERAL EXCHANGE SERVICE TARIFF

JAN 18 1995

EMERGENCY NUMBER SERVICE (911)

MISSOURI

Public Service Commission

A. GENERAL

1. Emergency Number Service (911) is a telephone exchange communication service designed to permit persons in need of emergency assistance to dial a single, nationwide emergency telephone number, 911. 911 service automatically routes 911 calls to a Public Safety Answering Point (PSAP). Enhanced 911 service offers Automatic Number Identification and can automatically route incoming calls to a specified destination based on the call's origin. This type of 911 service is called D911. E911 service offers the above features plus address information on-line. It may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location.
- 2a. The availability of 911 Service is dependent upon the Emergency Service Agency, hereinafter referred to as the customer, subscribing to 911 Services offered within the customer's Service Area, and on the customer providing Emergency 911 Response to end users in the customer's Service Area.
- b. Because there are several types of 911 service that provide varying degrees of information and features to the customer, the type of 911 service employed depends on conditions in the area served and the budget for the project.
- c. The Company will provide the type of services agreed upon by the Telephone Company and the customer but, will provide only one 911 Service within any geographic area.
3. Due to the ubiquitous nature of the service and the existence of multiple local exchanges, many times the customer will be served by more than one local exchange telephone company in the provision of 911 Service. When this occurs, the local exchange telephone company which has the primary Public Safety Answering Point (PSAP) located in its exchange area will be designated as the Host Service Provider. Any other local exchange telephone companies will be designated as Secondary Service providers.

FILED

FEB 20 1995

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE: JAN. 20, 1995
month day year

DATE EFFECTIVE: FEB. 20, 1995
month day year

ISSUED BY: PHILIP S. JOHNSON
name of officer

OPERATIONS MANAGER
title

LATHROP, MO.
address

LATHROP TELEPHONE COMPANY

FOR

LATHROP

RECEIVED MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

JAN 18 1995

EMERGENCY NUMBER SERVICE (911)

MISSOURI

Public Service Commission

A. GENERAL (CONT'D)

- 4. The Company will offer primary service and be Host Service Provider where requested by the customer and where equipment is available. The Company will offer to provide secondary service in other locations. 911 Service will be provided by the Company subject to availability of facilities and equipment.
- 5. The 911 customer may be a municipality, county or other state or local governmental unit, or an authorized agent of one or more municipalities, county or other state or local governmental entities, to whom authority has been lawfully delegated within a defined geographic area.
- 6. Application for 911 Service must be executed in writing by the customer. If application for service is made by an agent, then satisfactory evidence of the appointment of the agent with authority to act must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 Service offering.
- 7. The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number.
- 8. The Company may enter into contracts with the customer or with other companies in order to provide 911 Service in accordance with, and subject to, the terms conditions and limitations of the tariff. Any such contract(s) shall incorporate by reference the terms, conditions and limitations of the tariff.
- 9. 911 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing feature is furnished. When 911 Service is furnished to a customer with the Selective Routing feature for a part of a central office serving area, and a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, service will be offered under the terms and at the rates specified in this Tariff.

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MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

RECEIVED

EMERGENCY NUMBER SERVICE (911)

FEB 18 1995

B. DEFINITIONS

Agency

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Public Service Commission

A person or entity, which may include the customer, public safety agencies, and private emergency service providers designated by the customer to respond to certain 911 telephone calls, in accordance with the customer's instructions.

Automatic Number Identification (ANI)

A feature designed to permit the number of a telephone from which a 911 telephone call is placed to be displayed on a display screen at the PSAP.

B911

A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP by converting the 911 dialed digits to a seven digit exchange number or a 1+7 digit number by the telephone company.

Called Party Hold

A feature that enables the PSAP attendant to retain control of an incoming 911 call connection even if the calling party hangs up.

C911

A service that provides the B911 feature as well as Called Party Hold, Switchhook Status, Forced Disconnect, Idle Tone Application and Emergency Ringback.

Data Management System (DMS)

The DMS is a system of manual procedures and computer programs used to create, store and update the data required to provide the selective routing feature.

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LATHROP

GENERAL EXCHANGE SERVICE TARIFF
EMERGENCY NUMBER SERVICE (911)

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JAN 18 1995

B. DEFINITIONS (CONT'D)

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Public Service Commission

D911

A service which provides the C911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.

D911 Control Office

A central office which provides tandem switching of 911 calls. It controls switching of Automatic Number Identification (ANI) Information to the Public Safety Answering Point (PSAP) and also provides the Selective Routing (SR) feature and certain maintenance functions for each PSAP.

E911

An expanded service that provides features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 service may also provide automatic number identification and automatic location identification as well as the features of C911 and D911 service.

Emergency Ringback

This feature allows the PSAP attendant to ring back or call back a 911 call location from which the PSAP attendant last received a 911 call.

End Office

A central office which receives originating 911 calls.

End User Master List

A list provided by the local exchange telephone company to the customer which contains end user names, telephone numbers and billing addresses solely for the purpose of providing 911 service.

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MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

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EMERGENCY NUMBER SERVICE (911)

JAN 18 1995

B. DEFINITIONS (CONT'D)

Forced Disconnect

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Public Safety Commission

This feature, a function of the 911 Central Office trunk circuit, enables the PSAP attendant to release a 911 connection even though the calling party has not hung up. This feature prevents the jamming of 911 exchange lines.

Host Service Provider

The local exchange telephone company that has the PSAP located in its exchange area, and provides primary 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

Idle Tone Application

This feature allows the attendant to distinguish between calls that have been abandoned before they are answered and calls where the calling party is unable to speak for some reason. If the caller abandoned the line before the PSAP attendant answered, a distinct tone is heard by the attendant. If the caller is still on the line but unable to speak, no tone will be heard.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given geographic area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

Secondary Service Provider

A local exchange telephone company that participates in offering 911 service with the Host Provider.

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MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

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EMERGENCY NUMBER SERVICE (911)

JAN 18 1995

B. DEFINITIONS (CONT'D)

Public Service Commission

Selective Routing

A feature that routes a 911 call from a central office to the designated primary PSAP or otherwise specified answering point based upon the call origination.

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

C. TERMS AND CONDITIONS

1. Undertaking of the Telephone Company

- a. The Company provides 911 Service solely to and for the benefit of the customer operating the PSAP(s). The provision of 911 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- b. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls at the customer's premises.
- c. Temporary suspension of service is not provided for any part of the 911 Service.
- d. 911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
- e. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service
- f. A Central Office that is not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI only for D911 Service.

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OPERATIONS MANAGER
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LATHROP, MO.
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LATHROP TELEPHONE COMPANY

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LATHROP

MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

EMERGENCY NUMBER SERVICE (911)

RECEIVED

JAN 18 1995

C. TERMS AND CONDITIONS (CONT'D)

1. Undertaking of the Telephone Company (Cont'd)

MISSOURI
Public Service Commission

g. The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility.

2. Liability of the Telephone Company

a. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms set forth in this section and other sections of this tariff, and to the provisions of any contracts between the customer and the Company.

b. In the absence of willful misconduct or gross negligence, the Company, its employees, agents or representatives shall not be liable for any death or injury to any person or for any damage to property as a result of or in connection with any situation in which the Company may be requested, be required, have undertaken or have participated with, in the tracing of a 911 call.

c. The customer agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, the Host Service Provider, the customer or by any other person or entity for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the end user, the Host Service Provider, the customer or others.

d. The customer agrees to release, indemnify and hold harmless the Company for any infringement or investment of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.

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OPERATIONS MANAGER
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LATHROP, MO.
address

LATHROP TELEPHONE COMPANY

FOR

LATHROP

GENERAL EXCHANGE SERVICE TARIFF
EMERGENCY NUMBER SERVICE (911)

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JAN 18 1995

MISSOURI

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Public Service Commission

C. TERMS AND CONDITIONS (CONT'D)

2. Liability of the Telephone Company (Cont'd)

e. The Company shall not be responsible for providing 911 Service to less than an entire central office (switching entity) and will only provide more than one type of 911 Service within an exchange central office area if equipment, facilities and software exist, or provisions for cost recovery plus overheads can be negotiated with the customer.

3. Interruption in Service

a. 911 Service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any persons other than the customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

4. Customer Obligations

- a. The customer will answer all 911 Service calls on a 24-hour day, seven-day week basis.
- b. The customer has the responsibility for dispatching the appropriate emergency service within the 911 service area, or will undertake to transfer all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to a 911 Service PSAP by calling parties.

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MO. PUBLIC SERVICE COMMISSION

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month day year

ISSUED BY: PHILIP S. JOHNSON
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OPERATIONS MANAGER
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LATHROP, MO.
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LATHROP TELEPHONE COMPANY

FOR

LATHROP

MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

RECEIVED

EMERGENCY NUMBER SERVICE (911)

JAN 18 1995

C. TERMS AND CONDITIONS (CONT'D)

4. Customer Obligations (Cont'd)

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- d. The customer has read, understands, and agrees to all the terms and conditions in this tariff.
- e. In a dedicated access line arrangement for the provision of C911, D911 or E911 Service, the customer will be required to purchase exchange lines from the Originating End Offices to the Public Safety Answering Point (PSAP) in sufficient numbers to allow the direct routing of all end office calls.
- f. The termination of C911, D911, E911 calls may be provided on other than dedicated access facilities to a PSAP location when or if other technologies become available and if approved by both the Company and the customer.
- g. For B911 Services the customer will be responsible to provide a sufficient number of local exchange access lines to answer all incoming emergency calls without blockage.
- h. The customer shall have the responsibility of discovering all errors, defects and malfunctions in the service. The customer shall make such operational tests as, in the judgement of the customer are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- i. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction, unless provisions have been made by the customer to route those customers within the exchange service area but outside the customer's public safety jurisdiction to some other location and then only if equipment and facilities exist within the serving central office.

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FEB 21 1995

REC. PUBLIC SERVICE COMMISSION

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ISSUED BY: PHILIP S. JOHNSON
name of officer

OPERATIONS MANAGER
title

LATHROP, MO.
address

LATHROP TELEPHONE COMPANY

FOR

LATHROP

MISSOURI

GENERAL EXCHANGE SERVICE TARIFF

RECEIVED

EMERGENCY NUMBER SERVICE (911)

JAN 18 1995

C. TERMS AND CONDITIONS (CONT'D)

4. Customer Obligations (Cont'd)

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PUBLIC SAFETY DIVISION

- j. The customer has responsibility for emergency calls within the 911 Service area, or will undertake to transfer or relay all 911 calls received to the governmental agency with responsibility for such services. The customer is responsible on a twenty-four hour day basis for transfer of all 911 calls received. The Selective Routing features can direct calls originating outside the customer's public safety jurisdiction to another PSAP with which the customer has made arrangements to process these calls.
- k. Equipment used in conjunction with 911 Services located at the PSAP is the responsibility of the customer.

5. Data Management System (Except B911)

- a. The Selective Routing Feature associated with D911 service has the ability to route calls from anywhere within the serving wire center to more than one PSAP. This feature is useful in areas where central office serving areas cover more than one county. Since the customer is responsible for providing 911 Service to all subscribers served by a central office, but may only want to pay for PSAP service to its own residents, it can make call destination arrangements with the county sharing the central office service area for handling of 911 calls outside its area.
- b. A minimum of two 911 Interoffice Facilities between the end office and the 911 Control Office and two 911 Exchange Lines to each primary PSAP must be provided. Also, a minimum of two 911 exchange lines to each PSAP is required.

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MO. PUBLIC SERVICE CLERK

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ISSUED BY: PHILIP S. JOHNSON
name of officer

OPERATIONS MANAGER
title

LATHROP, MO.
address

LATHROP TELEPHONE COMPANY

FOR

LATHROP

GENERAL EXCHANGE SERVICE TARIFF

EMERGENCY NUMBER SERVICE (911)

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JAN 18 1995

C. TERMS AND CONDITIONS (CONT'D)

5. Data Management System (Cont'd)

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Public Service Commission

- c. When the Selective Routing feature is provided (D911), the customer is responsible for identifying the unique combination of police, fire and ambulance or any other appropriate agencies jurisdiction in the entire 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with the appropriate address ranges in the 911 serving area. These ESN's will be carried in the Data Management System (DMS) to route 911 calls to the primary and secondary PSAP's with responsibility to handle the emergency telephone calls originating for each telephone in the 911 serving area.
- d. The Telephone Company will provide to the Database Provider, as identified by the customer, the initial end user master list. This list includes end user names, telephone numbers, and billing addresses. It will be the responsibility of the PSAP customer or its authorized Database Provider to verify and update location and special record information on the end users. The Company and Database Provider should be notified by the customer as changes occur.
- e. Updates will be made by the Telephone Company for additions, deletions, moves or changes of an end user which affect the database. Database Listing updates will be made in written form or by fax no later than the end of the second business day following a change in end user service.
- f. The customer agrees that 911 Service information contained in the end user master list consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in the directory assistance records will be treated as strictly confidential except as indicated in paragraph g following.

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ISSUED BY: PHILIP S. JOHNSON
name of officer

OPERATIONS MANAGER
title

LATHROP, MO.
address

GENERAL EXCHANGE SERVICE TARIFF

Missouri Public
Service Commission

REC'D OCT 25 1999

Emergency Number Service (911) (Cont'd)

C. Terms and Conditions (Cont'd)

5. Data Management System (Cont'd)

- g. The 911 calling party forfeits the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls. Information may only be retrieved by the PSAP on a call-by-call basis and may only be used for the purpose of responding to 911 emergency calls.

D. Rates Regulations and Charges

The following services are available for the provision of D911 and E911 Service:

1. Trunking Service: The trunking service rate covers the cost of the dedicated facility between central offices. The trunking service charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route. A mileage rate and trunk termination rate apply.
2. ANI (Automated Number Identification): ANI provides for the telephone number of the calling party to be forwarded to the PSAP. ANI is a nonchargeable element. ANI does not guarantee the capability of forwarding the number of an off premise station location or for stations behind business systems which will possess the identity of the main billing number.
3. PSAP Data Base Update Service: The Company will provide the Database Provider with an initial list, as well as periodic updates, of customer names, telephone numbers, and billing addresses. These updates will be taken directly from Telephone Company billing and cable records, which do not always include service addresses. Procedures will be mutually agreed upon by the Customer and the Company.

(C)
(C)

*Indicates new rate or text.
+Indicates change.

Missouri Public
Service Commission
98-345
FILED NOV 25 1999

Issued: October 25, 1999

Phil Johnson
Lathrop Telephone Co.
1001 Kentucky
Lathrop, MO 64673

Effective: November 25, 1999

LATHROP TELEPHONE COMPANY

FOR

LATHROP

GENERAL EXCHANGE SERVICE TARIFF
EMERGENCY NUMBER SERVICE (911)

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JAN 18 1995

D. RATE REGULATIONS AND CHARGES (CONT'D)

MISSOURI
Public Service Commission

- 3. PSAP Data Base Update Service (Cont'd)-
Charges for the database update service will be made on a per access line basis. Where two or more customers provide service the charge for updates will be prorated to each customer based on the number of access lines served. The access lines will be adjusted each year to reflect the actual count of access lines in service at the prior year-end.
- 4. Special Service Arrangement Charges-
If 911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges developed on an individual case basis (ICB). These special charges will be applicable to such items as engineering and special program development associated with billing and database management.
- 5. Program Development Charges-
These charges are applicable to the work necessary to design, develop, test and maintain any special programming required to support 911 Service, its billing and its database management. The rate will be designed on an individual case basis.
- 6. Records Conversion Charges-
These charges are applicable to the work necessary to design, review, modify, and maintain any Company customer record keeping systems in order to support 911 Service, its billing and database management. The rate will be designed on an individual case basis.
- 7. Nonrecurring Charges (NRC)-
These charges are applicable for the installation of 911 Service elements as described in (E) following, or in other sections of the tariff when applicable.
- 8. Changes to Orders-
When a customer requests in writing that changes be made to a pending order for the provision of emergency service, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the customer on an individual case basis.

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ISSUED BY: PHILIP S. JOHNSON
name of officer

OPERATIONS MANAGER
title

LATHROP, MO.
address

GENERAL EXCHANGE SERVICE TARIFF

Emergency Number Service (911) (Cont'd)

D. Rates Regulations and Charges (Cont'd)

9. Cancellation of Order: Cancellation of the service, in whole or in part, by the customer prior to establishment thereof, will require payment of an amount equal to the costs incurred up to the time of cancellation resulting from the customer's order for service in writing, but not to exceed the total nonrecurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the customer for 911 services.

E. Rates

	<u>Monthly Rate</u>	<u>NRC</u>	
1. Central Office Lines or Trunks For B911 and C911 Service	See Local Exchange Access Line Rates	See Local Exchange NRC	
2. Central Office Modification (Prorated Per PSAP Per Access Line)	N/A	ICB	
3. Emergency Region Routing Feature Programming (if available)		ICB (Prorates Per PSAP)	
4. Trunking Service, per trunk	\$25.00	\$270.00	
5. Session Initiation Protocol (SIP) Routing/Trunking Service	ICB	ICB	* *
6. Data Base Administration			+
a. Provision of Initial End-User Master List Per Access Line	N/A	\$2.00	
b. Database Updates Per Access Line	\$1.50	N/A	

*Indicates new rate or text
+Indicates change

LATHROP TELEPHONE COMPANY

ORIGINAL SHEET NO. F-15

CANCELLING ALL PREVIOUS SCHEDULES

FOR ALL EXCHANGES
RECEIVED

GENERAL EXCHANGE SERVICE TARIFFS DEC 13 1996

MISSOURI SCHOOL DISCOUNT PROGRAM MISSOURI
Public Service Commission

1. A discount from standard monthly rates for local exchange access line service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Program, so enacted by the Missouri State Legislature.
2. Upon a customer's request, a discount of twenty (20 percent) from monthly access line rates, and a concession of one (1) local exchange access line per school within a school district at no charge, may be allowed to educational institutions as determined in Paragraph 3 following, within the company's certified area, and considered as customers of the Telephone Company.
3. An educational institution shall be defined as an accredited public school in the state of Missouri. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4. The qualifying discount will be permitted only on two-way local exchange access lines. DID trunks, public and semi-public, and all other features, ancillary services or options, relative to the particular service shall continue to be billed at the appropriate tariff rates.
5. The qualifying discount will be permitted only where the predominate use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution, nor to Alternative Local Exchange Companies for resale.
6. In addition to meeting the qualifications specified in paragraph 3 proceeding, an eligible customer must sign an affidavit certifying that the qualifications is met. The affidavit will be retained on file with the company.
7. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered.
8. The following local exchange services are eligible for discount under this program:
Flat Rate Business One-Party Service
Key & PABX Trunk Service

FILED

JAN 20 1997

MO. PUBLIC SERVICE COMM

EFFECTIVE DATE: 01-20-97

DATE OF ISSUE: 12-18-96

ISSUED BY: PHILIP S. JOHNSON,
Name

GENERAL MANAGER,
Title

PRINCETON, MO.
Address

Lathrop Telephone Company
of Lathrop, Missouri, Inc.

P.S.C. MO NO. 1
Original Sheet No. F-16

GENERAL EXCHANGE SERVICE TARIFF

**Missouri Public
Service Commission**

REC'D MAY 30 2000

**DISCOUNTS FOR SCHOOLS AND LIBRARIES
PARTICIPATING IN THE FEDERAL UNIVERSAL SERVICE PROGRAM**

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

**Missouri Public
Service Commission**

FILED JUN 29 2000

Issued: May 30, 2000

**Phil Johnson
Lathrop Telephone Co.
1001 Kentucky
Lathrop, MO 64673**

Effective: June 29, 2000

211 Service

A. GENERAL REGULATIONS

1. The 211 Service for Information and Referral Service is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service.
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider Call Center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make, and the Approved Information and Referral Service Provider shall be able to receive, calls using the 211 Service as a part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intralata toll, interlata long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXX calling. The 211 Service is otherwise available wherever local service is available.

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The approved Information and Referral Service Provider may establish 211 Service in all or part of the of the Company's local exchanges. There may be only one 211 Service provider per exchange.

211 Service

**B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)**

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in the Company's local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number to which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number to which the 211 abbreviated dialing code is translated, the Information Service Provider must pay the Number Change Charge specified in Section F, page 23, paragraph 6, Rate and Charges.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls are to be routed.
 - c. For networking sizing and protection, an estimate of the annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgement of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
 - e. Complete billing and contact information.
3. Local Calling for Company Subscribers.
 - a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local and do not generate intralata toll interlata long distance or pay-per-call charges for the Company subscribers.
 - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, they must supply the Company with a seven digit telephone number that terminates within the Company's local exchange calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
 - c. When the Approved Information and Referral Service provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider Call Center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that the Company subscribers' 211 Service calls do not incur toll charges.

211 Service

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Cont'd)

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from 211 service.
5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to 211 Service during normal business hours.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Service Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with the regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.

211 Service

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Cont'd)

11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with the 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notified the Company in the event the Company's facilities are not functioning properly.

211 Service

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation, or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to terms set forth in this section and other sections of this Tariff.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide for Calling Number or Calling Name and Number to the Approved Information and Referral Service provider unless the service is subscribed to by the Approved Information and Referral Service Provider. Rates and charges for Custom Calling and CLASS service may be found in other parts of the Company's tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of 211 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

211 Service

E. OTHER TERMS AND CONDITIONS (Cont'd)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in the method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, to institute protective measures, up to and including termination of service.'

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - a. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by the host central office.

211 SERVICE

F. RATES AND CHARGES (cont'd)

3. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
 - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge per host central office, if any subtending local exchange(s) are excluded from the transaction.
 - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion charge again applies per host central office when a subtending local exchange continues to be excluded.
 - c. When the Approved Information and Referral service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.
4. A non-recurring Number Change Charge applies when the approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in other parts of these tariffs will apply. (example: B-1 and any and all Federal or State end-user charges and all taxes and surcharges applicable to other subscribers).
6. Rates:

	<u>Non-Recurring Charge</u>
a. Central Office Charge (per host Central Office)	\$275.00
b. Exclusion Charge (per exchange)	\$300.00
c. Number Change Charge (per telephone number)	\$40.00

Three-Digit Dialing Service (811)

A. General Regulations

1. The 811 Service is a locally assigned three digit abbreviated dialing code provided to a state One Call System ("SOCS") for use in providing advance notice of excavation activities to underground facility operators by way of voice grade facilities. Federal Communications Commission ("FCC") Docket 92-105 mandates that incumbent local exchange carriers in each local calling area make the 811 abbreviated dialing code available to a SOCS as a tariffed, local calling area based service (the "811 Service").
2. The 811 Service allows a Company subscriber to access a SOCS call center by dialing only the 811 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make, and the SOCS shall be able to receive, calls using the 811 Service as part of their local exchange service.
3. All 811 Service calls shall be local in nature and shall not result in any expanded area calling, intraLATA toll or interLATA long distance or pay-per-call charges to Company subscribers.
4. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 811 Service is otherwise available wherever local service is available.
5. 811 Service is available from the Company within the Company's service area only. To provide access to 811 to end users in another company's service area or to a Competitive Local Exchange Carrier ("CLEC") end user within the local calling area, the SOCS must make appropriate arrangements with the other company or CLEC serving that territory. The SOCS should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.

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Wendel Myers
General Manager
Princeton, Missouri

B. Obligations of the SOCS

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

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General Manager
Princeton, Missouri

C. Obligations of the Company

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

D. Liability

1. The Company's entire liability to any person for interruption or failure of the 811 Service shall be limited to the terms set forth in this section and other sections of this Tariff.

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2. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the SOCS for the 811 Service and local exchange service for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
3. The Company is not liable for any losses or damages caused by the negligence of the SOCS.
4. The Company shall not be liable to the SOCS for any damages the SOCS may incur that result from any changes, modifications or rulings made by the FCC.
5. The Company will make every effort to route 811 calls to the SOCS call center, however, the Company will not be held responsible for routing mistakes or errors.
6. The 811 Service is provided solely for the benefit of the SOCS. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

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