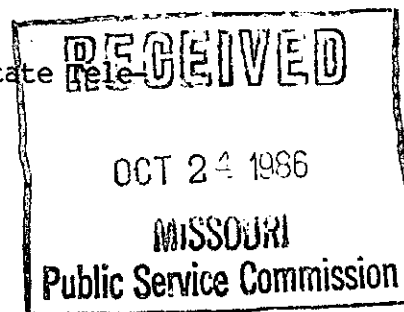


Schedules of Rates, Rules and Regulations Governing Intrastate Telecommunications Services provided in the State of Missouri.

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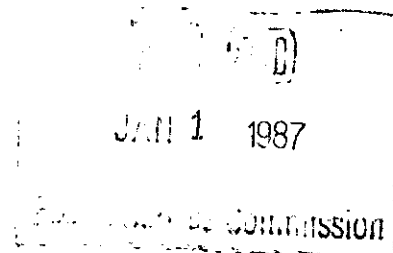
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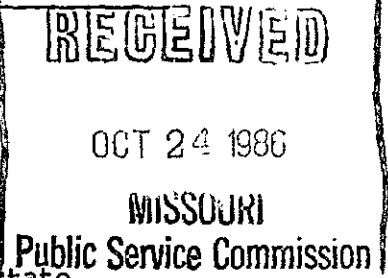
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## SECTION I - GENERAL RULES AND REGULATIONS

## A. APPLICATION

## 1. General

- a. The regulations set forth herein apply to intrastate services furnished within the State of Missouri by Contact America, hereinafter referred to as the Company, subject to the jurisdiction of the Missouri Public Service Commission.
- b. These tariffs cancel and supersede all other tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this Tariff.
- c. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

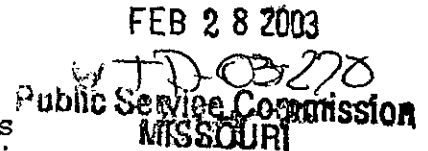


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## B. OBLIGATION AND LIABILITY OF THE COMPANY

## 1. Furnishing of Service

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of the service.

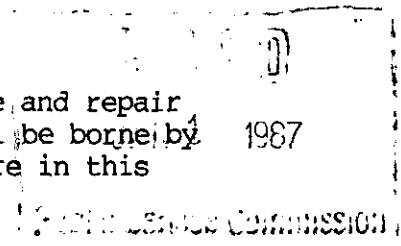


## 2. Transmitting Messages

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

## 3. Maintenance and Repair

- a. All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company, except as specified elsewhere in this Tariff.



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## B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

## 4. Liability

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service, and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 48 hours after notification has been made.

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

- 1) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- 2) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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## C. USE OF SERVICE AND FACILITIES

## 1. Use of Customer Service

Customer telephone service is furnished only for use by the customer, his family, employees or business associates or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's premises.

## 2. Abuse or Fraudulent Use of Service

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service.
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service by rearranging, tampering with or make connection with any facilities of the Company, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- d. The use of profane or obscene language.
- e. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.

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## C. USE OF SERVICE AND FACILITIES (Continued)

## 2. Abuse or Fraudulent Use of Service (Continued)

f. The impersonation of another.

## 3. Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it shall not be used for the purpose of furnishing information in connection with any unlawful gambling scheme, business or device or for any similar unlawful purpose.

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## D. ESTABLISHMENT AND FURNISHING OF SERVICE - Business Only

## 1. Application for Service

- a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service.
- b. Any change in rates or regulations prescribed by the Missouri Public Service Commission modifies the terms and regulations of contracts to the extent of such change.

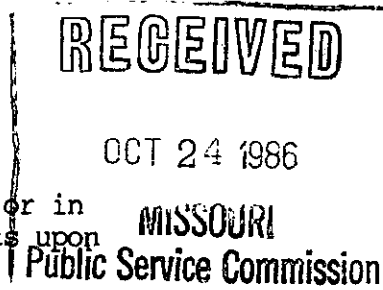
## 2. Advance Payments

- a. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and/or service connection charges, which may be applicable. The amount of the first month's service is credited to the customer's account on the first bill rendered.

## 3. Deposits and Guarantees of Payment

- a. The Company may require a deposit or guarantee as a condition of service.
- b. No deposit or guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.
- c. A deposit of subject to the following terms:
  - 1) It will not exceed estimated charges for two months service based on the customer's average bill during the preceding twelve months or estimated for the next twelve months by the customer and the Company.

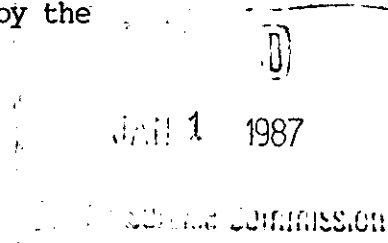
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D. ESTABLISHMENT AND FURNISHING OF SERVICE - Business Only  
(Continued)

3. Deposits and Guarantees of Payment (Continued)

c. A deposit is subject to the following terms  
(Continued)

- 2) It will bear simple interest at nine percent (9%) per annum which will be credited annually upon the account of the customer or paid upon the return of the deposit whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.
- 3) Upon discontinuance or termination, it will be credited, with accrued interest, to the charge stated on the final bill and the balance, if any, will be returned to the customer within 21 days of rendition of such final bill.
- 4) Upon satisfactory payment of all undisputed charges during the last twelve billing periods, it will, with accrued interest, be promptly refunded or credited against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. The Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by such deposit.
- 5) Each customer posting a deposit will receive a receipt in writing at that time or within ten days.

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D. ESTABLISHMENT AND FURNISHING OF SERVICE - Business Only  
(Continued)

3. Deposits and Guarantees of Payment (Continued)

c. A deposit is subject to the following terms  
(Continued)

6) The Company will provide means whereby a person entitled to a refund of a deposit is not deprived of the refund even though he may be unable to produce the receipt for the deposit provided he can produce identification to ensure that he is the person entitled to the refund.

d. In lieu of a deposit the Company may accept a written guarantee. The limit of the guarantee will not exceed the amount of a cash deposit.

e. A guarantor will be released upon satisfactory payment of all undisputed charges during the last twelve billing periods. Payment of charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute.

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## E. ESTABLISHMENT AND FURNISHING OF SERVICE - Residential Only

## 1. Application for Service

- a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service.
- b. Any change in rates or regulations prescribed by the Missouri Public Service Commission modifies the terms and regulations of contracts to the extent of such change.

## 2. Advance Payments

- a. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and/or service connection charges, which may be applicable. The amount of the first month's service is credited to the customer's account on the first bill rendered.

## 3. Deposits and Guarantees of Payment

- a. The Company will maintain an alphabetical file of all unpaid disconnected accounts for a period of seven years. The Company will also maintain an alphabetical file of all disconnected accounts paid in the past six months.
- b. The Company may require an applicant for service to post a deposit if:
  - 1) The applicant is unable to establish that he had a previous account with a telephone utility for a period of at least twelve months for which all undisputed charges were satisfactorily paid or

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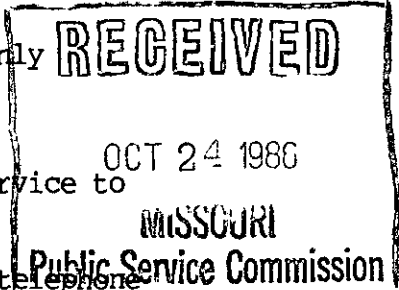
## E. ESTABLISHMENT AND FURNISHING OF SERVICE - Residential Only

## 3. Deposits and Guarantees of Payment (Continued)

b. The Company may require an applicant for service to post a deposit if: (Continued)

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

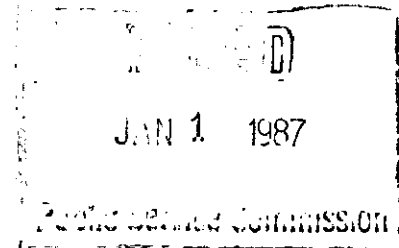
- a) Home ownership, excluding mobile homes
- b) Vehicle ownership - car or truck
- c) Is fifty or more years of age
- d) Has been employed two years or more with the current employer
- e) Has an existing loan from a financial institution not considered delinquent by the creditor.



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E. ESTABLISHMENT AND FURNISHING OF SERVICE - Residential Only  
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3. Deposits and Guarantees of Payment (Continued)

- c. A present customer may be required to post a deposit or guarantee as a condition of continued service if undisputed charges in two out of the last twelve billing periods have become delinquent or the customer has had service discontinued under G.l.a. and/or G.l.b. of this section at any time during the preceding twelve billing periods.
- d. No deposit or guarantee or additional deposit or guarantee will be required by the company because of race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of residence.
- e. The amount of deposit for a new applicant will be twice the average monthly bill for all residence subscribers. If, within the first six months of establishing service, the customer incurs service charges in any one billing period which are greater than 400% of the amount of deposit previously required, an additional deposit may be required.
- f. The amount of deposit for a present customer will be twice that customer's average monthly billing. The average monthly billing will be based on the actual billing for the immediate months preceding the request for the deposit, not to exceed twelve months.
- g. On deposits held thirty days or more, simple interest at nine (9%) per annum shall be credited annually to the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

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E. ESTABLISHMENT AND FURNISHING OF SERVICE - Residential Only  
(Continued)

3. Deposits and Guarantees of Payment (Continued)

- h. An applicant for service, or a present customer, may satisfy a deposit requirement by providing a Contract of Guaranty in an amount not to exceed the requested deposit, from a present customer with at least two years of established service whose service has not been suspended for nonpayment within the last twelve months. The guaranty contract shall be on a form provided by the Company which shall include the Company's right to transfer charges to the limit of the guaranty, from a defaulted bill of the customer, from whom a deposit or a Contract of Guaranty was required, to the guarantor's account or accounts and the further right to suspend the guarantor's service. A guarantor shall be released upon satisfactory payment by the customer of all undisputed charges during the last twelve billing periods.
- i. The fact that a deposit has been made, or a guaranty provided, shall in no way relieve the customer from his responsibility to pay undisputed charges prior to their becoming delinquent nor constitute a waiver or modification of the provisions set forth in this Tariff providing for the temporary suspension of service or the termination of the service for nonpayment of undisputed, delinquent charges.
- j. Upon termination of the service, the amount of the deposit with accrued interest, shall be applied in payment of any unpaid charges for service and the balance, if any, shall be returned to the customer within twenty-one days of the rendition of the final bill.

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E. ESTABLISHMENT AND FURNISHING OF SERVICE - Residential Only  
(Continued)

3. Deposits and Guarantees of Payment (Continued)

- k. Upon satisfactory payment of all undisputed charges during the last twelve billing periods, it will, with accrued interest, be promptly refunded or credited against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. The Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by such deposit.
- l. Each customer posting a deposit will receive a receipt in writing at that time or within ten days.
- m. The Company will provide means whereby a person entitled to a refund of a deposit is not deprived of the refund even though he may be unable to produce the receipt for the deposit provided he can produce identification to ensure that he is the person entitled to the refund.
- n. The Company will permit a customer, concurrent with the beginning of service, to post a deposit in two equal monthly installments or as otherwise agreed upon.
- o. A guarantor will be released upon satisfactory payment of all undisputed charges during the last twelve billing periods. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute.

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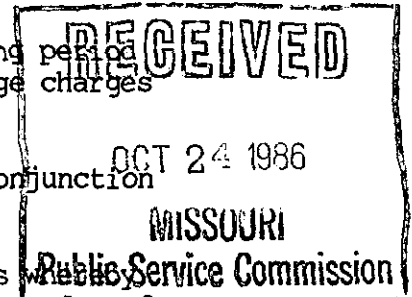
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## F. BILLING AND PAYMENT

1. The Company will render a bill during each billing period for monthly recurring charges in advance and usage charges in arrears.
2. The customer is responsible for all charges in conjunction with the services furnished him.
3. The Company will render bills on a cyclical basis where the customer receives his bill on or about the same day of each month. Billing cycles may be altered by sending an insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. This notification is not required when the customer disconnects and reconnects service or transfers service from one premises to another, or requests a cycle change, which may affect the Customer's billing cycle.
4. 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.
5. The customer shall have at least 21 days from the rendition of a bill to pay the charges stated. However, when the customer has had service discontinued within the last 12 months or where the customer incurs usage charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required from the customer, payment may be demanded for the usage charges by a telephone call to the customer followed by written notification of such demand sent by first class mail. If the usage charges remain unpaid for 10 days from rendition of written notification or a mutually established late payment arrangement date or 21 days from rendition of the bill, such charges will be deemed delinquent.
6. For billing purposes, each month is presumed to have 30 days.
7. Retroactive billing adjustments may be made for a period not to exceed three years.



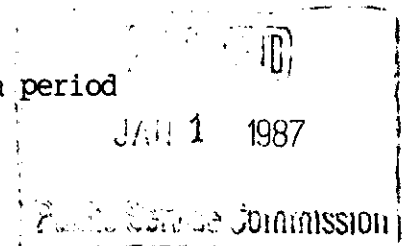
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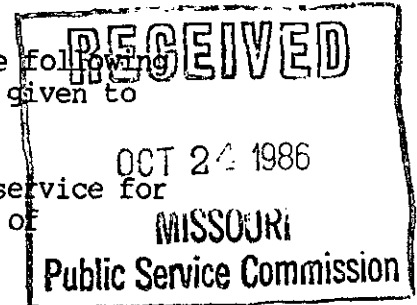
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## G. DISCONTINUANCE OF SERVICE

1. The Company may discontinue the service under the following circumstances, provided suitable notice has been given to the customer, as required:
  - a. Non-payment of any sum due to Carrier for service for more than thirty (30) days beyond the date of rendition of the bill for such service; or
  - b. A violation of or failure to comply with any regulation governing the furnishing of service; or
  - c. An order of a court or other government authority having jurisdiction which prohibits Carrier from furnishing service; or
  - d. Failure to post a required deposit or guarantee.
  - e. Material misrepresentation of identity in obtaining service or the use of service in a matter that in the opinion of Carrier constitutes fraud or abuse.
  - f. Incurring charges not covered by a deposit or guarantee and evidencing an intent not to pay such charges when due.
2. Service shall not be disconnected under G.1. unless written notice by first class mail is sent or delivered to the customer at least 5 days prior to the date of proposed discontinuance.
3. At least 24 hours preceding a discontinuance, the Company will make reasonable efforts to contact the customer to advise of the proposed discontinuance and what steps must be taken to avoid discontinuance.
4. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service will not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service, or on a day immediately preceding such a day. Service will not be discontinued for nonpayment of delinquent charges within five days after a charge has become delinquent, except as provided under G.7. of this section.



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## G. DISCONTINUANCE OF SERVICE (Continued)

5. The Company will postpone a discontinuance for a time not in excess of 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 care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

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6. The Company will restore service upon the customer's request when the cause for discontinuance has been eliminated.
7. Notwithstanding any of the preceding provisions in this section, service to a customer may be discontinued at any time after written notice has been sent, certified mail, to such customer at his last known address and at the address where the service to be discontinued is provided if such a customer:

- a. Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due.
- b. Upon written objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction on the grounds that such service is, or will be, used for an illegal purpose.
- c. The notice required in 7.a. will state how the customer has evidenced his intent not to pay such charges when due.

## 8. Restoration of Service

- a. Payment may be made by the customer for restoration of service in any reasonable manner including personal check. A personal check may be refused if a customer's check for payment of service has been dishonored, excepting bank error, within the last twelve months.

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## H. MINIMUM CONTRACT PERIODS

1. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.
2. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of service.

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## I. TERMINATION OF SERVICE

1. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
2. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
3. Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the service has been installed.
4. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction or damage to property by fire or other cause beyond the control of the customer.

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## J. TAX ADJUSTMENTS

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

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## SECTION II - DESCRIPTION OF SERVICES

## A. TERRITORY SERVED

1. The Company shall provide services under this tariff for origination and termination at any point within the State of Missouri. All calls are handled through a company switch located in Chillicothe, Missouri.

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## B. DEFINITIONS

1. As used in this tariff, the following terms shall mean:

Business Service

The phrase "Business Service" means telecommunications services provided to a customer for use primarily or substantially of a business, professional, institutional or other occupational nature.

Company

The term "Company" means Contact America.

Day

The term "Day" means 8:00 a.m. to, but not including, 5:00 p.m., local time at the originating city on Monday through Friday, excluding Company-specified holidays.

Evening

The term "Evening" means 5:00 p.m. to, but not including 11:00 p.m., local time at the originating city on Sunday through Friday and anytime on Company-specified holidays except when a lower rate would normally apply.

Exchange Area

A geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified areas where individual telephone exchange companies hold themselves out to provide communication services.

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511 Washington Street  
Chillicothe, Missouri 64601

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JAN 1 1987

Holidays

The term "Holidays" means all Company-specified holidays, New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Local Access Transport Area (LATA)

The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 17-49 within which a local exchange company provides communication services.

Night/Weekend

The words "Night/Weekend" mean 11:00 p.m. to, but not including 8:00 a.m. local time in the originating city, anytime on Saturday, and all day Sunday except 5:00 p.m. to but not including 11:00 p.m.

Normal Work Hours

The phrase "Normal Work Hours" means the time after 8:30 a.m. and before 5:00 p.m., Monday through Friday excluding holidays.

Regular Billing

The words "regular Billing" mean a standard bill sent in the normal Company billing cycle. This billing consists of one bill for each account assigned to a subscriber.

Residential Service

The phrase "Residential Service" means telecommunication services provided to a customer for use primarily as non-business service.

Subscriber

The term "Subscriber" means the person, firm, company, corporation or other entity which contracts for service under this tariff and is responsible for the payment of charges as well as compliance with Company's regulations pursuant to this tariff.

Switch

The term "Switch" means an electronic device which is used to provide circuit routing and control.

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Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

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JAN 1 1987

MAY 29 1991

C. DESCRIPTION OF SERVICES

MISSOURI  
Public Service Commission

1. Company provides a BASIC dial-up interexchange service which is available for subscriber use twenty-four (24) hours a day, seven (7) days a week for both business and residential subscribers. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed.
2. Company provides a TRAVEL 800 number access to the Company switch as a subscriber convenience when the subscriber is outside the local network area.
3. Company provides an 800 INCOMING LINE SHARING SERVICE for subscriber's use for inbound calls to subscriber. The caller (subscriber's client) must dial the subscriber's authorization code after dialing the Company Travel 800 number.
4. Company provides an INCOMING 800 SERVICE for subscribers to allow their clients to call them toll free. It is available twenty-four (24) hours a day, seven (7) days a week. Subscriber's client dials an 800 number and the call is directed to the subscriber's telephone. Subscriber's client does not dial an authorization code.
5. Company provides a CONTACT PREFERRED I, II and V dial-up interexchange service which is available for business subscriber use twenty-four (24) hours a day, seven (7) days a week. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed. This business calling service plan prices long distance telephone calls by the LATA in which they terminate in combination with volume discounts. The subscriber must use more than 1000 (I), 2000 (II) or 5000 (V) minutes per month of long distance usage to subscribe to this service.

May 24, 1991

Issued

CONTACT AMERICA, INC.

Ed Robertson, President  
511 Washington Street

Chillicothe, Missouri 64601

June 30, 1991

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P. S. C. Mo. No. 1  
CONTACT AMERICA, INC.

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3rd Revised Sheet 21  
Cancels 2nd Revised Sheet 21  
MAY 21 1991

MISSOURI  
Public Service Commission

C. DESCRIPTION OF SERVICES

1. Company provides a BASIC dial-up interexchange service which is available for subscriber use twenty-four (24) hours a day, seven (7) days a week for both business and residential subscribers. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed.
2. Company provides a TRAVEL 800 number access to the Company switch as a subscriber convenience when the subscriber is outside the local network area.
3. Company provides an 800 INCOMING LINE SHARING SERVICE for subscriber's use for inbound calls to subscriber. The caller (subscriber's client) must dial the subscriber's authorization code after dialing the Company Travel 800 number.
4. Company provides an INCOMING 800 SERVICE for subscribers to allow their clients to call them toll free. It is available twenty-four (24) hours a day, seven (7) days a week. Subscriber's client dials an 800 number and the call is directed to the subscriber's telephone. Subscriber's client does not dial an authorization code.
5. Company provides a CONTACT PREFERRED I and II dial-up interexchange service which is available for business subscriber use twenty-four (24) hours a day, seven (7) days a week. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed. This business calling service plan prices long distance telephone calls by the LATA in which they terminate in combination with volume discounts. The subscriber must use more than 1000 (I) or 2000 (II) minutes per month of long distance usage to subscribe to this service.

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MISSOURI

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Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

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JUN 21 1991

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C. DESCRIPTION OF SERVICES

MISSOURI  
Public Service Commission

1. Company provides a BASIC dial-up interexchange service which is available for subscriber use twenty-four (24) hours a day, seven (7) days a week for both business and residential subscribers. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed.
2. Company provides a TRAVEL 800 number access to the Company switch as a subscriber convenience when the subscriber is outside the local network area.
3. Company provides an 800 INCOMING LINE SHARING SERVICE for subscriber's use for inbound calls to subscriber. The caller (subscriber's client) must dial the subscriber's authorization code after dialing the Company Travel 800 number.
4. Company provides an INCOMING 800 SERVICE for subscribers to allow their clients to call them toll free. It is available twenty-four (24) hours a day, seven (7) days a week. Subscriber's client dials an 800 number and the call is directed to the subscriber's telephone. Subscriber's client does not dial an authorization code.
5. Company provides a CONTACT PREFERRED I and II dial-up interexchange service which is available for business subscriber use twenty-four (24) hours a day, seven (7) days a week. Access to the service is obtained by dialing a seven (7) digit access number which provides a connection to the Company switch and a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed. This business calling service plan prices long distance telephone calls by the LATA in which they terminate in combination with volume discounts. The subscriber must use more than 2000 (I) or 1000 (II) minutes per month of long distance usage to subscribe to this service.

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MISSOURI

March 20, 1991  
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Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

April 20, 1991  
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APR 20 1991

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JAN 23 1989

MISSOURI  
Public Service CommissionC. DESCRIPTION OF SERVICES

Company provides a dial-up interexchange service which is available for subscriber use twenty-four (24) hours a day, seven (7) days a week. Access to the service is obtained by dialing a seven (7) digit access number or an 800 inward WATS number. Either of these numbers will produce a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed.

A Remote 800 number access is provided as a customer convenience when outside of the local network areas.

An 800 incoming line sharing service is provided for subscriber's use for inbound calls to them. The caller (subscriber's client) must dial the subscriber's authorization code after dialing Contact America's 800 number.

An Incoming 800 Service is provided for subscribers to allow their clients to call them toll free. It is available twenty-four (24) hours a day, seven (7) days a week. Subscriber's client dials a 1-800 number and the call is directed to the subscriber's telephone. Subscriber's client does not dial an authorization code.

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BY *gms* *RS.#21*  
Public Service Commission  
MISSOURI

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FEB 23 1989

Public Service Commission

January 16, 1989  
IssuedCONTACT AMERICA, INC.  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601February 23, 1989  
Effective

C. DESCRIPTION OF SERVICE

Company provides a dial-up interexchange service which is available for subscriber use twenty-four (24) hours a day, seven (7) days a week. Access to the service is obtained by dialing a seven (7) digit access number or an 800 inward WATS number. Either of these numbers will produce a dial tone. The subscriber then dials an authorization number, area code and the local number, and the call is completed.

A Remote 800 number access is provided as a customer convenience when outside of the local network areas.

An 800 incoming line sharing service is provided for customers use for inbound calls to them.

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BY *LS R.S.#2*  
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JAN 1 1987

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Oct. 25, 1986

Issued

CONTACT AMERICA

Ed Robertson, President

511 Washington Street

Chillicothe, Missouri 64601

Effective

JAN 1 1987

P. S. C. Mo. No. 1  
CONTACT AMERICA, INC.

2nd Revised Sheet 22  
Cancels 1st Revised Sheet 22

Section III - Rates \*

A. The day rates for service under this tariff are as follows:

1. Intrastate

Blank. Reserved for future use.

- B. The evening rates for service shall be 20% less than the day rate.
- C. The night/weekend rates for service shall be 35% less than the day rate.
- D. At any time, the rate between any two of these cities--Brookfield, Carrollton, Chillicothe, Marceline and Trenton--is \$.15 per minute.
- E. At any time, the rate between Kirksville and any one of these cities--Brookfield, Carrollton, Chillicothe, Marceline and Trenton--is \$.25 per minute.
- F. At any time, the Missouri 800 WATS rate is \$.50 for the first minute and \$.40 for each additional minute for day, evening, night and weekend service.
- G. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00.

\* See Supplemental Schedule S-1 for current rates.

CANCELLED

FEB 28 2003

by TD-03-270  
Public Service Commission  
MISSOURI

Written notice of rate change  
and its effective date filed on

1/10/90  
pursuant to Sections 392.510  
.3 and .4 RSMo Supp. 1987.  
Effective date of rate change

January 9, 1990  
Issued

CONTACT AMERICA, INC.  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

January 8, 1990  
Effective

## SECTION III - RATES \*

A. The day rates for service under this tariff are as follows:

1. Intrastate

<u>Mileage</u>	<u>1st Minute Rate</u>		<u>Each Additional Minute</u>	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
0-14	\$.1280	\$.1500	\$.1280	\$.1500
15-18	.1620	.1900	.1360	.1600
19-23	.2040	.2400	.1530	.1800
24-28	.3060	.3600	.1700	.2000
29-33	.3320	.3900	.1870	.2200
34-40	.3400	.4000	.2040	.2400
41-50	.3570	.4200	.2130	.2500
51-60	.3830	.4500	.2380	.2800
61-70	.3910	.4600	.2470	.2900
71-80	.4000	.4700	.2550	.3000
81-100	.4080	.4800	.2640	.3100
101-125	.4170	.4900	.2890	.3400
126-150	.4340	.5100	.3060	.3600
151-300	.4760	.5600	.3400	.4000

- B. The evening rates for service shall be 30% less than the day rate.
- C. The night/weekend rates for service shall be 40% less than the day rate.
- D. At any time, the rate between any two of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - Max \$.15, Min. \$.128 per minute.
- E. At any time, the rate between Kirksville and any one of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - Max. \$.25, Min. \$.213 per minute.
- F. At any time, the Missouri 800 WATS is \$.50 Max, \$.425 Min for the first minute and \$.40 Max, \$.34 Min for each additional minute for day/evening, night and weekend.
- G. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00

\* See Supplemental Schedule (S-1) for current rates

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Ed Robertson, Owner  
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JAN 10 1990  
BY 2nd R S #22  
Public Service Commission  
MISSOURI

Effective

## SECTION III - RATES

A. The day rates for service under this tariff are as follows:

1. Intrastate

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-14	\$ .1500	\$ .1500
15-18	.1900	.1600
19-23	.2400	.1800
24-28	.3600	.2000
29-33	.3900	.2200
34-40	.4000	.2400
41-50	.4200	.2500
51-60	.4500	.2800
61-70	.4600	.2900
71-80	.4700	.3000
81-100	.4800	.3100
101-125	.4900	.3400
126-150	.5100	.3600
151-300	.5600	.4000

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BY et R.S.#22

Public Service Commission  
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- B. The evening rates for service shall be 30% less than the day rate.
- C. The night/weekend rates for service shall be 40% less than the day rate.
- D. At any time, the rate between any two of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.15 per minute.
- E. At any time, the rate between Kirksville and any one of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.25 per minute.
- F. At any time, the Missouri 800 WATS is \$.50 for the first minute and \$.40 for each additional minute for day/evening, night and weekend.
- G. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00.

JAN 1 1987

Public Service Commission

Oct. 25, 1986  
Issued

CONTACT AMERICA  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

Effective  
JAN 1 1987

Section III - Current Rates

H. The day rates for service under this tariff are as follows:

1. Intrastate

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-10	\$.128	\$.100
11-14	.128	.100
15-18	.160	.130
19-23	.205	.145
24-28	.310	.175
29-33	.335	.185
34-40	.355	.205
41-50	.355	.225
51-60	.370	.235
61-70	.390	.250
71-80	.390	.250
81-100	.400	.270
101-125	.410	.290
126-150	.410	.315
151-190	.415	.335
191-300	.415	.335
301-430	.415	.335
431 +	.415	.335

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TD-03-270  
Public Service Commission  
MISSOURI

Written notice of rate change  
and its effective date filed on  
1/10/90

pursuant to Sections 392.510  
.3 and .4 RSMo Supp. 1987.

Effective date of rate change  
1/8/90

- I. The evening rates for service shall be 20% less than the day rate.
- J. The night/weekend rates for service shall be 35% less than the day rate.
- K. At any time, the rate between any two of these cities--Brookfield, Carrollton, Chillicothe, Marceline and Trenton--is \$.15 per minute.
- L. At any time, the rate between Kirksville and any one of these cities--Brookfield, Carrollton, Chillicothe, Marceline and Trenton--is \$.25 per minute.
- M. At any time, the Missouri 800 WATS rate is \$.50 for the first minute and \$.40 for each additional minute for day, evening, night and weekend service.
- N. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00.
- O. Volume discounts can apply as follows:
 

Over \$400 up to \$700	2%
Over \$700 up to \$1,000	3%
Over \$1,000	4%

January 9, 1990  
Issued

CONTACT AMERICA, INC.  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

January 8, 1990  
Effective

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## Section III - Current Rates

FEB 19 1988

H. The day rates for service under this tariff are as follows:

**MISSOURI  
Public Service Commission**I. Intrastate

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-14	\$ .1280	\$ .1280
15-18	.1785	.1530
19-23	.2295	.1700
24-28	.3570	.1955
29-33	.3900	.2125
34-40	.4000	.2295
41-50	.4200	.2465
51-60	.4300	.2720
61-70	.4335	.2720
71-80	.4335	.2720
81-100	.4420	.2890
101-125	.4420	.3145
126-150	.4675	.3315
151 +	.4930	.3400

**CANCELLED**

JAN 10 1990

BY *gms* *SS***MISSOURI  
Public Service Commission**

- I. The evening rates for service shall be 25% less than the day rate.
- J. The night/weekend rates for service shall be 35% less than the day rate.
- K. At any time, the rate between any two of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.15 per minute.
- L. At any time, the rate between Kirksville and any one of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.25 per minute.
- M. At any time, the Missouri 800 WATS is \$.50 for the first minute and \$.40 for each additional minute for day/evening, night and weekend.
- N. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00.
- O. Volume discounts can apply as follows:
- |                         |    |
|-------------------------|----|
| Over \$400 upto \$700   | 2% |
| Over \$700 upto \$1,000 | 3% |
| Over \$1,000            | 4% |

February 15, 1988  
IssuedCONTACT AMERICA  
Ed Robertson, Owner  
511 Washington Street  
Chillicothe, Mo. 64601

MAR 7 1988

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MAR 7 1988

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CONTACT AMERICA

P.S.C. Mo. No. 1

Original Sheet S-1

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## Section III - Current Rates

**MISSOURI****Public Service Commission**

H. The day rates for service under this tariff are as follows:

1. Intrastate

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-14	\$ .1500	\$ .1500
15-18	.1900	.1600
19-23	.2400	.1800
24-28	.3600	.2000
29-33	.3900	.2200
34-40	.4000	.2400
41-50	.4200	.2500
51-60	.4500	.2800
61-70	.4600	.2900
71-80	.4700	.3000
81-100	.4800	.3100
101-125	.4900	.3400
126-150	.5100	.3600
151-300	.5600	.4000

**CANCELLED**  
 MAR 7 1988  
 BY *R.S. S-1*  
 Public Service Commission  
 MISSOURI

- I. The evening rates for service shall be 30 % less then the day rate.
- J. The night/weekend rates for service shall be 40% less than the day rate.
- K. At any time, the rate between any two of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.15 per minute.
- L. At any time, the rate between Kirksville and any one of these cities - Brookfield, Carrollton, Chillicothe, Marceline and Trenton - \$.25 per minute.
- M. At any time, the Missouri 800 WATS is \$. 50 for the first minute and \$.40 for each additional minute for day/evening, night and weekend.
- N. At any time, the 800 Incoming Line Sharing Service is the Missouri 800 WATS rate plus a monthly surcharge of \$30.00.

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 1A0903  
 Public Service Commission

Sept. 16, 1987  
 Issued

CONTACT AMERICA  
 Ed Robertson, Owner  
 511 Washington Street  
 Chillicothe, MO 64601

~~SEP 26 1987~~

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## Section III - Current Rates (continued)

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P. The rates for "Incoming 800 Service" are as follows:

JAN 23 1989

	<u>Day</u>	<u>Evening</u>	<u>Night</u> <u>Weekend</u>
Intra-State			
Missouri	\$ .2284	\$ .1706	\$ .1345

MISSOURI  
Public Service Commission

Installation Charge \$120.00 (Non-Recurring)

No Monthly Fee

No Minimum Usage Requirement

Nationwide Access

Volume Discounts Can Apply As Follows:

Over \$400 up to \$700	= 2%
Over \$700 up to \$1,000	= 3%
Over \$1,000	= 4%

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MISSOURI

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FEB 23 1989

Public Service Commission

January 16, 1989  
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Ed Robertson, President  
511 Washington Street  
Chillicothe, Mo. 64601February 23, 1989  
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CONTACT AMERICA, INC.

P. S. C. Mo. No. 1

1st Revised Sheet S-3  
Cancels Original Sheet S-3

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Public Service Commission

Section III - Current Rates (Continued)

Q. The day rates for "CONTACT PREFERRED II" service are as follows:

1. Intrastate-IntraLATA

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-14	.1000	.1000
15-23	.1150	.1150
24 +	.1680	.1680

2. Intrastate-InterLATA

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-55	.1780	.1780
56-292	.1880	.1880
293 +	.1980	.1980

3. The above rates are available only for business subscribers who use more than 2000 minutes per month.
4. There will be assessed a one-time data base installation fee of \$25.00 in addition to the per minute rate.
5. Calls will be billed in 6 second increments after the first full minute.
6. There is no recurring monthly fee.

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MISSOURI

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May 20, 1991  
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CONTACT AMERICA, INC.  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

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JUN 21 1991

Section III - Current Rates (Continued) **MISSOURI**  
**Public Service Commission**

Q. The day rates for "CONTACT PREFERRED 1" service are as follows:

1. Intrastate-IntraLATA

Mileage	1st Minute Rate	Each Additional Minute Rate
0-14	.1000	.1000
15-23	.1150	.1150
24 +	.1680	.1680

2. Intrastate-InterLATA

Mileage	1st Minute Rate	Each Additional Minute Rate
0-55	.1780	.1780
56-292	.1880	.1880
293 +	.1980	.1980

3. The above rates are available only for business subscribers who use more than 2000 minutes per month.
4. There will be assessed a one-time data base installation fee of \$25.00 in addition to the per minute rate.
5. Calls will be billed in 6 second increments after the first full minute.
6. There is no recurring monthly fee.

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BY pt R.S. # S-3  
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March 20, 1991  
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CONTACT AMERICA, INC.  
Ed Robertson, President  
511 Washington Street  
Chillicothe, Missouri 64601

April 20, 1991  
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P. S. C. Mo. No. 1  
CONTACT AMERICA, INC.

1st Revised Sheet S-4  
Cancels Original Sheet S-4  
MAY 21 1991

MISSOURI

Public Service Commission

Section III - Current Rates (Continued)

Q. The day rates for "CONTACT PREFERRED I" service are as follows:

1. Intrastate-IntraLATA

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-14	.1000	.1000
15-23	.1180	.1180
24 +	.1750	.1750

2. Intrastate-InterLATA

<u>Mileage</u>	<u>1st Minute Rate</u>	<u>Each Additional Minute Rate</u>
0-55	.1880	.1880
56-292	.1980	.1980
293 +	.2080	.2080

3. The above rates are available only for business subscribers who use more than 1000 minutes per month.
4. There will be assessed a one-time data base installation fee of \$25.00 in addition to the per minute rate.
5. Calls will be billed in 6 second increments after the first full minute.
6. There is no recurring monthly fee.

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May 20, 1991

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CONTACT AMERICA, INC.

Ed Robertson, President

511 Washington Street

Chillicothe, Missouri 64601

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Section III - Current Rates (Continued) **MISSOURI**

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R. The day rates for "CONTACT PREFERRED 11" service are as follows:

1. Intrastate-IntralATA

Mileage	1st Minute Rate	Each Additional Minute Rate
0-14	.1000	.1000
15-23	.1180	.1180
24 +	.1750	.1750

2. Intrastate-InterLATA

Mileage	1st Minute Rate	Each Additional Minute Rate
0-55	.1880	.1880
56-292	.1980	.1980
293 +	.2080	.2080

- The above rates are available only for business subscribers who use more than 1000 minutes per month.
- There will be assessed a one-time data base installation fee of \$25.00 in addition to the per minute rate.
- Calls will be billed in 6 second increments after the first full minute.
- There is no recurring monthly fee.

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Section III - Current Rates (Continued)

S. The per minute rates for "CONTACT PREFERRED V" service are as follows:

1. Intrastate-IntraLATA

<u>Day Rate</u>	<u>Evening Rate</u>	<u>Night/Weekend Rate</u>
.1600	.1300	.1200

2. Intrastate-InterLATA

<u>Day Rate</u>	<u>Evening Rate</u>	<u>Night/Weekend Rate</u>
.1650	.1400	.1300

3. The above rates are available only for business subscribers who use more than 5000 minutes per month.
4. There will be assessed a one-time data base installation fee of \$25.00 in addition to the per minute rate.
5. Calls will be billed in 6 second increments after the first full minute.
6. There is no recurring monthly fee.

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