

Missouri Public  
Service Commission

REGD DEC 11 1998

# GREEN HILLS TELECOMMUNICATIONS SERVICES

## Local Exchange Tariff

### For Telephone Service Applying to All Exchanges

Missouri Public  
Service Commission

98-380  
FILED JAN 10 1999

REC'D DEC 11 1998  
SECTION

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**GENERAL EXCHANGE SERVICE TARIFF – (Cont'd)**

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**As of November 13, 2008, the following statutory and rule provisions no longer apply to the Company as they have been waived\* pursuant to §392.420 RSMo. 2008:**

(N)  
(N)  
(D)

A. Statutes

- Section 392.210.2 RSMo – Uniform System of Accounts
- Section 392.240.1 RSMo – Ratemaking (N)
- Section 392.270 RSMo – Valuation of Property
- Section 392.280 RSMo – Depreciation Accounts
- Section 392.290 RSMo – Issuance of Securities (N)
- Section 392.300 RSMo –Transfer of Property (D)
- Section 392.310 RSMo – Stock and Debt Issuance (N)
- Section 392.320 RSMo – Stock Dividend Payment (D)
- Section 392.330 RSMo – Issuance of Securities, Debts and Notes
- Section 392.340 RSMo – Reorganization(s)

B. Commission Rules

- 4 CSR 240-3.550(4), (5)(A) and (5)(C) – Held Order Records, Quality of Service Reports, Maps (N)
- 4 CSR 240-10.020 - Depreciation Fund Income
- 4 CSR 240-30.040 - Uniform System of Accounts
- 4 CSR 240-32.060 – Engineering and Maintenance (N)
- 4 CSR 240-32.070 – Quality of Service
- 4 CSR 240-32.080 Service Objectives and Surveillance Levels
- 4 CSR 240-33.040 (1-3) and (5-10) – Billing and Payments Standards
- 4 CSR 240-33.045 – Identification and Placement of Charges on Bills
- 4 CSR 240-33.080(1) – Toll Free Number for Billing Disputes on Bills
- 4 CSR 240-33.130(1)(4) and (5) – Operator Service Billing Requirements (N)

(D)

\*See PSC Case No. CE-2009-0192.

Issued: December 22, 2008  
Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: January 21, 2009

**EXPLANATION OF SYMBOLS**

- (C) Change in Regulation
- (D) Discontinued Rate, Regulation or Text
- (I) Increase in Rate
- (M) Matter Relocated Without Change (T)
- (N) New Rate, Regulation or Text
- (R) Reduction in Rate
- (T) Change in Text but no change in Rate or Regulation

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**Issued: March 6, 2013**  
**Issued By:**

**Steve Gann, General Manager**  
**P.O. Box 227**  
**Breckenridge, Missouri 64625**

**Effective: April 5, 2013**

**FILED**  
**Missouri Public**  
**Service Commission**  
**JC-2013-0380**

APPLICATION

The rules and regulations specified herein apply to the intrastate services and facilities furnished by GREEN HILLS TELECOMMUNICATIONS SERVICES, hereinafter referred to as the Telephone Company, or Company.

In the event of a conflict between any rate, rule, regulation or provision contained within this tariff and any rule or statutes of the Missouri Public Service Commission, the rule or statutes of the Missouri Public Service Commission shall prevail.

This tariff cancels and supersedes all other local tariffs of the Telephone Company issued and effective prior to the effective dates of this tariff.

Services contained in this tariff will be provided as facilities based.

Resale of services in this tariff will be subject to a separate agreement between parties.

Except as noted otherwise, this tariff applies to all exchanges of the Company.

The exchanges served by GREEN HILLS TELECOMMUNICATIONS SERVICES are identified on the Company's website: [www.greenhills.net](http://www.greenhills.net).

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**OBLIGATION AND LIABILITY OF TELEPHONE COMPANY**

REG'D DEC 11 1998

**A. Availability Of Facilities**

The Telephone Company's obligation to furnish telephone service is dependent upon its ability to secure suitable facilities and to provide such service without unreasonable expense subject to 4 CSR 240-32.

**B. Interruptions Of Service**

If service is interrupted for more than 48 hours after interruption is reported to the company, 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 on account of interruptions of service.

**C. Directory Errors and Omissions**

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories.

Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for each 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.

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.

**D. Transmitting Messages**

The Telephone Company does not transmit messages but offers the use of facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the subscriber, repeats messages, 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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OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Cont'd)

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**E. Use Of Connecting Company Lines**

When suitable arrangements can be made, lines of other local exchange carriers or interexchange carriers or other companies may be used in establishing wire connections to points not reached by this Company.

**F. 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 subscribers' premises resulting from the existence of the Telephone Company's facilities 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.

**G. Adjustment Of Charges**

In the adjustment of charges for overbilling by the Telephone Company, a refund will be made of the full amount of excess charges, not to exceed a period of three-years when such amount can be determined. When the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a one-year period.

In case of underbilling, the Telephone Company reserves the right to back bill for the deficiency charges up to a period of three-years.

**H. Maintenance and Repairs**

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities are due to the acts or omissions of the subscriber or other parties. Only the Company or its agents are authorized to rearrange, remove, or disconnect any Company facilities.

**I. Equal Access**

The Company will allow Customers the choice of intraLATA and interLATA interexchange carriers.

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OBLIGATIONS OF THE CUSTOMER

Missouri Public  
Service Commission

REC'D DEC 11 1998

A. Conditions for Use

Service may be used for the transmission of information of the Customer provided that:

1. The Customer has entered into an agreement with the Company;
2. The Customer shall not use service for any purpose or in any manner directly or indirectly in violation of the law or in aid of any unlawful act or undertaking; and
3. The Customer, upon request, shall furnish such information and access to its location(s) and/or User's location(s) as may be required to permit the Company to design and maintain the Facilities to provide service and to assure that the service arrangement is in accordance with the provisions of the Tariff and the contract entered into between the Customer and the Company.

B. General Obligations

The Customer shall be responsible for:

1. Ensuring compatibility, installation, and maintenance of equipment and systems provided by the Customer or User with the interface equipment provided and/or sanctioned by the Company.
2. Damage to, or destruction of, Facilities caused by the negligence or willful act of the Customer or User or their agents.
3. Reimbursing the Company for any loss caused by the theft of Facilities installed on the Customer's or User's premises.
4. The provision of the power, wiring, and outlets required to operate the Facilities installed on the Customer's or User's Premises.
5. Providing, maintaining and installing all terminal equipment on the Customer premises side of the network interface. The Customer shall assure that the equipment does not cause electrical hazards to Company equipment, personnel or damage the Company-provided facilities or network terminating equipment. The Customer-provided equipment shall meet applicable Federal Communications Commission's Rules and Regulations and will allow for the testing of Company Facilities.
6. Providing necessary easements or rights of way on its property to allow the Company to install its facilities to the customers location.
7. Obtaining permission for the Company's agents or employees to enter the Premises of the Customer or User at any reasonable hour for the purpose of installing, inspecting, repairing or, upon termination of the service, removing the Facilities.
8. Making the Company's service components and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer, and providing for reasonable access to those facilities and equipment.
9. All actions or omissions of a person, firm or corporation appointed by the Customer as its agent. Any limitations of a agent's authority shall not be binding on the Company.

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Issued By:

James A. Simon, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective January 10, 1999 JAC  
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First Revised Sheet 2

Cancels Original Sheet 2

FEB 17 1999

OBLIGATIONS OF THE CUSTOMER (Cont'd)

B. General Obligations (Cont'd)

MO. PUBLIC SERVICE COMM

- 10. Any breach of the terms and conditions contained in this Tariff or in the contract between the Customer and the Company governing service.

C. Payment of Rates and Charges

- 1. The Customer is responsible for payment of all rates and charges as specified in this Tariff and/or the contract with the Company, for services furnished by the Company to the Customer or User. The Company will submit invoices to the Customer by the fifteenth of each month, which are due and payable upon receipt at the Customer's general office or at such other places as may be designated by the Customer. Invoices not paid within twenty-one (21) days are subject to late charges. In addition, failure to pay any past due amounts may result in termination of service as described in Section 15 or this Tariff. Any billing errors shall be adjusted to the known date of error or for a period of one year, whichever is shorter.
- 2. The Company may require a deposit if the customer is unable to establish a good credit rating, or if the customer has disputed charges in two (2) out of the last twelve (12) billing periods which have become delinquent. The deposit shall not exceed estimated charges for two months' service based on the average bill during the preceding twelve months or in the case of new applicants, two months' average monthly bill for all subscribers within a customer class. The deposit shall bear interest at a rate of 9% simple interest per annum, and will be returned upon satisfactory payment of all undisputed charges during the last 12 billing periods, or discontinuance of service.
- 3. At the time an application for service is made, an application may be required to pay an amount equal to at least one month's service and/or service connection charges, which will be applicable to the customer's account on the first bill rendered.
- 4. There shall be added to the Customer's bill a surcharge equal to the prorata share of any franchise, occupation, business, license, excise, privilege or other similar tax, fee or charge now or thereafter imposed upon the Company by any taxing body or authority, whether by statute, ordinance, law or otherwise in the provision of any service.

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Issued: February 17, 1999

Effective:

Issued By:

James A. Simon, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

March 19, 1999

USE OF SERVICE AND FACILITIES

REC'D DEC 11 1998

A. Provision Of Equipment

All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.

Equipment not owned by the Company may be attached to the facilities of the Company as provided in this Section. In the event that unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.

The provisions of the preceding shall not be construed or applied to bar a customer from using customer provided equipment (CPE) which serve his convenience, provided any such device so used does not:

1. Endanger the safety of Company employees or the public.
2. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff.
3. Interfere with the proper functioning of such equipment or facilities.
4. Impair the operation of the communication system.
5. Otherwise injure the public in its use of the Company's services.

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USE OF SERVICE AND FACILITIES (Cont'd)

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B. Customer Provided Equipment And Inside Wire

REC'D DEC 11 1998

Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.

Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.

The General Regulations contained in this section of the Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.

Responsibility of the Customer

1. A customer desiring to connect customer-provided equipment to the exchange and message toll network must make application to the Company. Such application may be made orally prior to the desired in-service date or any date thereafter if requested by the company and shall include the following:
  - (a) The type and manufacture of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
  - (b) The number of CPE instruments to be connected.
2. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.
3. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
4. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
5. The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.

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USE OF SERVICE AND FACILITIES (Cont'd)

REC'D DEC 11 1998

B. Customer Provided Equipment And Inside Wire (Cont'd)

Responsibility of the Customer (Cont'd)

- 6. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
  - (a) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
  - (b) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
  - (c) Non-published telephone service will not be furnished for use with recorded public announcements.
- 7. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

Responsibility of the Company

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

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USE OF SERVICE AND FACILITIES (Cont'd)

REC'D DEC 11 1998

C. Use Of Subscriber Service

Local exchange telephone service, is furnished only for the use by the subscribers, their families, and associates. Telephone service cannot be obtained by the use of extension service from existing service.

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James A. Simon, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

**ESTABLISHMENT AND FURNISHING OF SERVICE**

REC'D DEC 11 1998

**A. Application For Service**

Applications for service must be made on the Company's standard form, which becomes a contract when accepted in writing by the 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 the service connection charge if applicable. The terms and conditions specified in such contracts are subject to all provisions of this and other applicable tariffs. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

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.

**B. Telephone Numbers**

The Company may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change.

If available, telephone numbers may be reserved for future use as requested by the customer. The telephone company reserves the right to change or use the reserved telephone number or central office designation, or both, whenever it deems it advisable in the conduct of its business to do so. Should it become necessary to change telephone numbers or central office designation, the customer will be given 30 days notice of this cancellation. A monthly charge of \$2.50 applies for each reserved number.

The applicable service connection charges apply on all telephone number changes made at the subscriber's request.

**C. Alterations**

The subscriber agrees to notify the Company promptly whenever any 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 (Section 26).

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P.O. Box 227  
Breckenridge, Missouri 64625



**GREEN HILLS TELECOMMUNICATIONS SERVICES**

**P.S.C. MO. NO. 1  
Section 9  
Third Revised Sheet 2  
Cancels Second Revised Sheet 2**

Billing and Collection Standards/Late Payment/Restoral of Service

Information regarding billing and collection standards, late payment charges, and restoral of service charges is available at the Company's website:

<https://greenhills.net/>

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Issued: January 29, 2021

Effective: March 1, 2021

David Adams  
Green Hills Telecommunications Services  
P.O. Box 227  
Breckenridge, MO 64625

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JC-2021-0154

ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

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Service Commission

REC'D DEC 11 1998

D. Payment For Service (Cont'd)

4. Subscriber about to Vacate Premise

The Company will hold a subscriber about to vacate a premise responsible for all service rendered up to and including the date specified by the subscriber for the discontinuance of service.

E. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities are due to the acts or omissions of the subscriber or other parties. Only the Company or its agents are authorized to rearrange, remove, or disconnect any Company facilities.

F. Unusual Installation Costs

Where special conditions or special requirements of the subscribers involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs. (Section 19)

G. Line Extensions

Lines will be extended for permanent customers in accordance with the guidelines established in Special Construction section of this tariff.

Where required by the conditions, applicants may be required to provide to the Company suitable private right-of-way.

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TELEPHONE DIRECTORIES

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Upon issuance, a copy of each directory shall be distributed to all customers served by that directory and a copy of each directory shall be furnished to the Commission.

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**STATEMENT OF CUSTOMER'S RIGHTS AND RESPONSIBILITIES**

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

REC'D DEC 11 1998

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

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

**B. Your Telephone Bill**

You will receive a telephone bill from us each month. Green Hills Telecommunications Services (GHTS) provides basic local telephone service (including access to 911, where available), long distance service (including collect calls) and certain custom calling services. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

**C. Payment Arrangements**

Payment may be sent to GHTS. Payment for service may be made by credit card or check, or may be paid in cash at an authorized location. If you are temporarily having difficulty paying your telephone bill, please call GHTS immediately at 1-800-846-3426. By doing this, you may avoid having your phone service disconnected or terminated.

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

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

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, GHTS will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due.

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**STATEMENT OF CUSTOMER'S RIGHTS AND RESPONSIBILITIES (Cont'd)**

**REGD JUN 28 2002**

**A. Reconnection of Service**

After local telephone service has been disconnected or terminated, GHTS will restore your service when the reason for the disconnection or termination has been remedied. Before restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by GHTS.
2. Installation charges must be paid again if your service has been terminated. Installation charges will not be charged if your service has been disconnected.
3. One month's advance payment and/or a deposit has been made.

**B. Procedures for Handling Inquiries and Complaints**

Telephone inquiries may be directed to GHTS at 1-800-846-3426. Written inquiries may be directed to Green Hills Telecommunications Services, P. O. Box 227, Breckenridge, MO 64625.

**C. Filing a Complaint with the Missouri Public Service Commission**

If GHTS cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Jefferson City, MO 65102, toll free at 1-800-392-4211 to file an informal complaint. (T)

If your complaint cannot be resolved informally, you may file a formal complaint, in writing, with the Missouri Public Service Commission at their mailing address: P. O. Box 360, Jefferson City, MO 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Suite 650, Jefferson City, MO 65102. The Public Counsel's telephone number is 1-573-751-4857. (T)

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Steven W. Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

**Missouri Public  
Service Commission**

**FILED JUL 28 2002**

REC'D SEP 29 2000

ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Establishment Of Credit

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.

B. Deposits

1. 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.

2. An applicant for service, or a present customer, may satisfy a deposit requirement by providing a written guarantee in an amount not to exceed the requested deposit, from a present customer with the telephone company, with at least two years of established service whose service has not been suspended for non-payment within the last twelve (12) months. The guarantee shall be on a form provided by the Telephone Company which shall include the Company's right to transfer charges to the limit of the guarantee, from a defaulted bill of the customer from whom a deposit or a guarantee 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 (12) billing periods.

3. 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.

4. The Company shall permit a customer, concurrent with the beginning of service, to post a deposit in two (2) equal monthly installments or as otherwise agreed upon.

5. Terms of Deposits:

A. Deposits shall not exceed the estimated charges for two (2) month's 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.

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)

(c)

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ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits – (Cont'd)

5. Terms of Deposits (Cont'd)

- 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. (C)
- 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. (C)

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ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

C. Discontinuance Of Service For Failure To Establish Or Maintain Credit

(C)

1. Service may be disconnected 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 telephone company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
  - D. Failure to substantially comply with the terms of a settlement agreement.
  - E. Refusal after reasonable notice to permit inspection, maintenance, or replacement of the telephone company's equipment.
  - F. Material misrepresentation of identity in obtaining telephone utility service.
  - G. As provided by state or federal law.
2. Basic local telecommunications service may not be discontinued for customer non-payment of delinquent charge for other than basic local telecommunications services. The failure to pay charges not subject to Commission jurisdiction shall not constitute cause for discontinuance.
3. Subject to the requirements of governing tariffs, 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 of the Telephone Company are not available to facilitate reconnection of service, or on a day immediately preceding such a day.
4. Service will not be discontinued for the reasons above unless written notice by the first class mail is sent or delivered to the customer ten (10) days prior to the date of the proposed discontinuance. A notice of discontinuance will not be effective if a customer has pending with the Telephone Company a complaint concerning the charge upon which the notice is based.
5. A written disconnect shall be sent by first class mail ten (10) days prior to discontinuance of service. A Late Payment Charge will be applied to each customer's account receiving a disconnect notice. This charge is to compensate for the additional administration expenses associated with these accounts.
6. At least twenty-four (24) hours preceding a discontinuance of service the telephone company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it.

(C)

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ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

C. Discontinuance Of Service For Failure To Establish Or Maintain Credit (Cont'd)

7. A notice of discontinuance shall contain the following information: (c)
- A. The name and address and the telephone number of the customer;
  - B. A statement of the reason for the proposed discontinuance and the cost for reconnection;
  - C. The date after which service will be discontinued unless appropriate action is taken;
  - D. How a customer may avoid the discontinuance;
  - E. The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one time;
  - F. The telephone number where the customer may make an inquiry;
  - G. A statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and
  - H. A statement of the exception for medical emergency under section 8 of this rule.
8. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the telephone company with reasonable evidence of such necessity.
9. Payment may be made by the customer for restoration of services in any reasonable manner, including personal check. Payment by personal check may be refused if the customer has within the last twelve (12) months tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error. (c)

D. Restoral of Service Charges

Where service has been discontinued for failure to maintain credit as specified above, the restoral of service charge will be made and collected by the Company.

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## APPLICATION OF BUSINESS AND RESIDENCE SERVICE

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The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use to be made of the service will be ascertained from the applicant at the time of application for service.

**A. Business Service**

In offices, stores, factories, mines, and all other places of a strictly business nature.

In boarding houses, except as noted under B below, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs, or lodges, public, private or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.

At residence locations when the subscriber has no regular business telephone and the use of the service either by themselves, members of his household, 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, billboards, circulars, motion pictures, screens, or other 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.

At residence locations, when an extension station or extension bell is located in a shop or other place of business.

In college fraternity houses.

In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B below.

Where the place of business and the residence of a subscriber are on the same premises and no telephone is installed in the place of business, the rate shall be charged for the telephone installed in the residence.

**B. Residence Service**

In private residence where business listings are not provided.

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.

In the place of residence of a clergyman or nurse, in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

In the Pastor's Study of a church when it is listed as Pastor's Study.

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Original Sheet 1

**INITIAL CONTRACT PERIODS – FOR BASIC LOCAL TELEPHONE SERVICE**

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location. The rate for one full month of service including connection and applicable toll charges shall apply on service for less than the minimum service period.

The length of contract period for directory listings, where the listing actually appears 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.

The Telephone Company may require a contract period longer than one month at the same location for unusual construction necessary to meet special demands, and involving extra costs.

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TERMINATION OF SERVICE

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In the case of basic local telephone service, service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

In the case of service for which the initial contract period is less than one month, charges for one full month shall apply.

In the case of directory listings where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing, subject however, to a minimum charge for one month:

1. The contract for the main service is terminated.
2. The listed party becomes a subscriber to some class of exchange service.
3. The listed party moves to a new location.
4. The listed party dies.

Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of service.

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DISCONTINUANCE OF SERVICE

1. Service may be discontinued for any of the following reasons: **REC'D SEP 29 2000**
- 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 telephone company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
  - D. Failure to substantially comply with the terms of a settlement agreement.
  - E. Refusal after reasonable notice to permit inspection, maintenance, or replacement of the telephone company's equipment.
  - F. Material misrepresentation of identity in obtaining telephone utility service.
  - G. As provided by state or federal law.
  - H.
2. Basic local telecommunications service may not be discontinued for customer non-payment of a delinquent charge for other than basic local telecommunications services. The failure to pay charges not subject to Commission jurisdiction shall not constitute cause for discontinuance of basic local telecommunications service.
3. 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 services.
4. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service shall not be discontinued on a day when the offices of the telephone company are not open to facilitate reconnection of service, or on a day immediately preceding such day.
5. A written disconnect shall be sent by first class mail ten (10) days prior to discontinuance of service. A Late Payment Charge will be applied to each customer's account receiving a disconnect notice. This charge is to compensate for the additional administration expenses associated with these accounts.
6. At least twenty-four (24) hours preceding a discontinuance of service the telephone company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it.

(c)  
(c)  
(D)  
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DISCONTINUANCE OF SERVICE (Cont'd)

- 7. A notice of discontinuance shall contain the following information:
  - A. The name and address and the telephone number of the customer;
  - B. A statement of the reason for the proposed discontinuance and the cost for reconnection;
  - C. The date after which service will be discontinued unless appropriate action is taken;
  - D. How a customer may avoid the discontinuance;
  - E. The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one time;
  - F. The telephone number where the customer may make an inquiry;
  - G. A statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and
  - H. A statement of the exception for medical emergency under section 8 of this rule.
  
- 8. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the telephone company with reasonable evidence of such necessity.
  
- 9. Payment may be made by the customer for restoration of services in any reasonable manner, including personal check. Payment by personal check may be refused if the customer has within the last twelve (12) months tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

(C)

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## DISPUTED BILLS

REC'D SEP 29 2000

- (c)
- A. 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.
  - B. 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.
  - C. 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.
  - D. 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.
  - E. 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.
  - F. Failure of the customer to pay to the Company the amount not in dispute within 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.
  - G. 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.
  - H. 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.
  - I. If the customer elects not to make a claim with the Commission, the disputed amount becomes due and payable at once and must be paid within seven (7) calendar days after the date the Company notifies the customer that the investigation and review are complete and that such payment must be made or service will be interrupted.
  - J. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.
- (c)

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SPECIAL SERVICES AND FACILITIES

Reserved for Future Use

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**CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES**

**A. General**

The charges, deposits and regulations specified below apply in connection with all classes of service or facilities furnished by the Telephone Company and are in addition to the installation charges applying in connection with particular classes of service or facilities and in addition to service connection and move charges which are covered separately in the other sections of this tariff.

Construction charges may be payable, at the option of the Telephone Company, at the time the application is made.

Plant extensions made by the Telephone Company in accordance with these rules, however financed, shall be and remain the property of the Telephone Company, or may be owned by some other company with whom the Telephone Company has a joint-user, resale, or interconnection agreement.

Telephone lines constructed, installed and owned by the Telephone Company in subdivisions shall be installed underground.

**B. Rules For Extensions Of Permanent Distributing Plant For Company Exchange Access Arrangements**

Within the Base Rate Area

Within the base rate area the Telephone Company will extend its distributing plant to furnish basic exchange service to any applicant without requiring a construction charge. The base rate area includes and generally follows the incorporated city limits of village or town where service is provided and or where the Company has extended facilities.

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Cont'd)

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**C. Dual Use**

Pursuant to 4 CSR 240-30.202, telephone lines may be installed in the same trench with other utility facilities unless, in the judgment of the Company, to do so would be dangerous, uneconomical, or impractical.

**D. Rights-Of-Way And Easements**

The Telephone Company will construct, own, operate, and maintain underground telephone lines only along public streets, roads, and highways which the Telephone Company has the legal right to occupy and on public lands and private property across which rights-of-way and easements satisfactory to the Telephone Company may be obtained without cost or need for condemnation by the Telephone Company.

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

**E. Advance Payments**

The Telephone Company may require an advance payment equal to the estimated cost of construction from the applicant before construction is commenced. If in the judgment of the Telephone Company an advance is required under the above described conditions, the Telephone Company has the right to refuse installation of the underground system until the required advance is paid to the Telephone Company.

If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.

Any portion of an advance not refunded five years from the date the Telephone Company is first ready to render service with the extension will be retained by the Telephone Company and credited to the appropriate construction account.

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES - (Cont'd)

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F. Temporary Facilities

Temporary facilities may be installed to provide service when necessary, for a maximum period of one year.

1. Where it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Telephone Company may require the applicant to pay the estimated non-recoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Telephone Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Telephone Company.

G. Changes

If after the acceptance of request for service, the design of plant to be constructed is changed in a manner which increases the Company's estimated installation costs, or the estimated costs of installation are increased for any other reason caused by the applicant, the Company may defer or discontinue installation of its facilities until such time as such additional cost is paid by the applicant to the Company.

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**H. Special Construction and Facilities**

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

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

Where no facilities are in place, the Company will build and extend facilities at prices to be determined on an individual case basis.

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

Special Construction is that construction undertaken:

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

Where the Company furnishes a facility on a special construction basis, charges will be based on the costs incurred by the Company and may include: (1) partial or full payment in advance; (2) non-recurring type charges; (3) recurring type charges for contract periods longer than one month; (4) termination liabilities; or (5) combinations thereof.

(N)  
(N)

HELD FOR FUTURE USE

(D)  
|  
(D)

**Extension Stations.**

Detached extension stations are provided upon customer request on the customer's premises or at off-premises locations only if facilities are available. Customers may be required to reimburse the Company for a portion of the construction costs according to the rules and regulations as specified in Special Construction Charges section of this Tariff. In the case of off-premise extensions, primary exchange service must be established at the same location as the detached extension.

Extension service is not available if cable route is over 500 feet.

(N)  
(D)  
(D)

Extension service is not available where facilities must be bridged/joined in the Central Office.

Mileage charges apply for each extension station which is located in a different building on the same premise and over one hundred fifty feet (150') from the main station and for all off-premise extension outlets.

See "Mileage Charges" section of this Tariff for applicable rates. (Section 27)

REC'D DEC 11 1998

**ENHANCED EMERGENCY NUMBER SERVICE (E911)**

The GREEN HILLS TELECOMMUNICATIONS SERVICES (GHTS) is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the D-911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.

At the time the GHTS provides basic local service to a customer by means of the GHTS's own cable pair, or over any other exclusively owned facility, the GHTS will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.

The GHTS will be obligated to provide facilities to route calls from the end users to the proper PSAP. The GHTS recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the GHTS.

The GHTS will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190.310.

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P.O. Box 227  
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**DEFINITIONS**

APPLICANT

Any person, partnership, cooperative corporation, corporation, lawful entity, or any combination thereof requesting service from GREEN HILLS TELECOMMUNICATIONS SERVICES.

ACCESS LINE

See "Central Office Access Line".

CENTRAL OFFICE ACCESS LINE

A circuit extending from the central office equipment up to and including the demarcation point located on the customer's premises. Central Office access line service includes tone dial service, toll free calling to any other customer residing within the same local exchange calling area of the incumbent local exchange telephone company as of 1-1-98, and 1+ access to their interexchange carrier of choice for both InterLATA and IntraLATA long distance services. (commonly referred to as presubscription).

CHANNEL

The term "Channel" designates the electrical path provided by the Telephone Company between two or more locations.

CIRCUIT

The term applies 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.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with services by GREEN HILLS TELECOMMUNICATIONS SERVICES.

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**DEFINITIONS (Cont'd)**

CONTRACT

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

DEMARCATATION POINT

The point of connection, provided and maintained by the telephone utility to which the station wiring become dedicated to an individual customer's use. For an individual customer dwelling; this point of connection will generally be the modular jack incorporated into the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the telephone company. The demarcation point is usually the point at which the telephone company wiring connects with the customer's wiring.

EXCHANGE SERVICE

The furnishing of facilities for communication within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Tariffs.

EXTENDED AREA SERVICE

Extended Area Service (EAS) means telephone Service furnished between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended Area Service is only for calls both originating and terminating within the defined extended area.

EXTRA LISTING

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

INDIVIDUAL CASE BASIS

Rates for Dedicated Access, Private Lines and Centrex services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

INDIVIDUAL LINE

A Central Office Access Line to provide one-party service. (Not a private branch exchange trunk)

INSTALLATION CHARGE

A nonrecurring charge made at the time of installation of communications service or facilities, which may apply in place of or in addition to Service Charges and other applicable charges for service.

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**DEFINITIONS (Cont'd)**

LOCAL CALLING AREA

That area within which a subscriber of the Company can call, at a flat-rate (without incurring a toll or additional charge), another subscriber of the Company, or a subscriber of another telecommunications company with whom the Company has an interconnection agreement to exchange local traffic.

(N)

(N)

LOCAL EXCHANGE SERVICE

Telecommunications within a local service area in accordance with the provisions of the Company's Tariffs.

LOCAL SERVICE AREA

Same as Local Calling Area.

(T)

NETWORK INTERFACE DEVICE (NID)

A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

PREMISES

All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

PRIVATE BRANCH EXCHANGE TRUNKS

(See Central Office Access Line)

PRIVATE LINE

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

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DEFINITIONS (Cont'd)

SERVICE CHARGE

The charge a customer is required to pay at the time of the establishment of telephone service or subsequent changes to that service.

SERVICE ORDERING CHARGE

For work involved in receiving, recording and transmitting information for establishment of telephone service or subsequent change to that service including directory listing.

SUBSCRIBER

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

TOLL MESSAGE

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

TOLL SERVICE

Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

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NUISANCE CALL INVESTIGATION

REC'D DEC 11 1998

Nuisance Call Investigation is generally determined to be a public service offering and may be provided, where switching facilities permit, to the public to insure its well-being and safety. Nuisance Call Investigation service is only provided at the written request of law enforcement agencies and / or by Court Order.

The duration of a nuisance call investigation is generally limited to a 60-day period or the duration of the court order, but may be extended if deemed necessary to further protect the public's well-being and safety.

The Telephone Company must conform to all local, county, state and federal laws applying to nuisance call investigations, and the delivering of results thereof.

Generally, a nuisance call investigation request must be initiated jointly by the governing law enforcement agency and customer in a document conforming to the local, county, state or federal law. Furthermore, the party requesting such an investigation must orally or in writing express his willingness to prosecute whenever possible.

Results of nuisance call investigations are limited to the identification of the line and not the party originating the call; and, said results will only be submitted to the law enforcement agency originating the request.

Generally, the Telephone Company will make no charge to the party requesting a nuisance call investigation. However, the Telephone Company may apply a \$8.00 non-recurring service order charge and a \$4.00 charge will also apply for each completed Customer Originated Trace. (Section 28)

Missouri Public Service Commission  
98-380  
FILED JAN 10 1999

**LOCAL EXCHANGE SERVICE**

**A. General**

Local Exchange Service consists of services furnishing switched communication in connection with one-way and/or two-way information transmission points within a Local Calling Area offered pursuant to this tariff. Local Exchange Services provide a Customer with a connection to the public switched network which enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access the Company's Local Services as set forth in this tariff;
3. access intraLATA, interLATA, intrastate, interstate and international calling services provided by other certified common carriers;
4. access (at no additional charge) the Company's business office for service related assistance; access toll-free telecommunications services such as 800, 888 and 877 NPA.

Local Exchange Services may be used to originate calls to other telephone companies' caller-paid information services (e.g., NPA 900, etc.). Calls to those numbers and other numbers used for caller-paid information services can be blocked by the Company's switch at the Customer's request. Customers that request Call Blocking will be charged as per this tariff.

Local Exchange Service provides an individual access line for the transmission of two way switched voice or data communication within a local calling area. The individual access line is the connecting facility between a Customer's premise and a serving central office that provides Customer access to the switched network for placing and receiving calls. The individual access line also enables the Customer to access the service of long distance carriers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

**B. Rates**

1. Rates and descriptions of the Company's local exchange access line services are available at the Company's website: [www.greenhills.net](http://www.greenhills.net)
2. Business Local Exchange Services are offered on an individual case basis based on the number of services ordered and length of term commitment.

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**Missouri Public  
Service Commission**

LOCAL EXCHANGE SERVICE (Cont.)

REC'D MAY 30 2000

MISSOURI SCHOOL DISCOUNT PROGRAM

- A. A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
- B. Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph C., following.
- C. An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federation of Non-Public Schools Accrediting Association, Independent Schools Association of the Central States, North Central Association of Colleges and Schools, and/or the University of Missouri-Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
- D. The qualifying discount will be permitted only on the local exchange access line. All other features, ancillary services or options, relative to the particular service, shall continue to be billed at the appropriate tariffed rates.
- E. The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution.
- F. In addition to meeting the qualification specified in Paragraph C preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
- G. The customer should request to receive the discount on all subsequent additions of eligible services that are ordered. There will be no additional affidavits required.
- H. The following local exchange services are eligible for a discount under this program:  
  
Flat Rate, business one-party service.

**Missouri Public  
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**GENERAL EXCHANGE SERVICE TARIFF**

**Missouri Public  
Service Commission**

REC'D JUN 01 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.

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LOCAL EXCHANGE SERVICE TARIFFS  
LIFELINE SERVICE

A. General Regulations

Lifeline Service

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows: <http://www.greenhills.net/lifeline-disability-discounts/>.

Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows: <http://www.greenhills.net/lifeline-disability-discounts/>.

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**GREEN HILLS TELECOMMUNICATIONS SERVICES**

**PSC MO. NO. 1  
Section 25  
Fourth Revised Sheet 7  
Canceling (see below)**

**LOCAL EXCHANGE TARIFFS**

CANCELLING P.S.C. MO. NO. 1:

Third Revised Sheet 7  
Second Revised Sheet 8  
First Revised Sheet 9

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SERVICE CONNECTION CHARGES

A. General

The term "Service Connection Charges" is used to define the non-refundable charges made for the establishment of a class of telephone service or subsequent additions, moves, or changes to that service.

Service Connection Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of Mileage Charges, Installation Charges, or Construction Charges made because of unusual costs in establishing service.

Service Connection Charges are payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers or for Departments, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments.

B. Multi Element Charge Plan

Elements Covered:

- 1. SERVICE ORDER CHARGE  
Covers all work associated with creation and processing of service order, including initial interview with subscriber, work done as to application for service and other permanent records, typing service orders, distribution of service order copies and completion of all other records originating from service orders.
- 2. CENTRAL OFFICE ACCESS CHARGE  
Covers all work (i.e. central office wiring, programming, or outside wiring) involving the access line extending from the Company's Central Office to the protector and or demarcation point on the subscriber's premises. One charge will apply for each access line. This charge does not anticipate "construction" which is covered in other parts of these tariffs.
- 3. RESTORAL OF SERVICE CHARGE  
Where service has been discontinued for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, the following charges apply for reconnecting all services and facilities being provided a subscriber at one location.
- 4. PREMISE VISIT CHARGE  
This charge is applicable for each visit to a customer's premises in connection with completion of a service order when requested by the customer. It also covers the labor cost associated with the trip to the premises and any work performed by the Company on its side of the Demarcation Point.
- 5. MAINTENANCE OF SERVICE CHARGE  
This charge is applicable for each visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment or inside wiring.

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GREEN HILLS TELECOMMUNICATIONS SERVICES

PSC MO, NO. 1  
Section 26  
1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2

SERVICE CONNECTION CHARGES -- (Cont'd)

C. Rates

Service Order Charge . . . . .	\$ 8.00	
Central Office Access Charge. . . . .	\$20.00	
Restoral of Service Charge. . . . .	\$14.50	
Premise Visit Charge. . . . .	\$30.00	(1)
Maintenance of Service Charge. . . . .	\$30.00	(1)

D. Conditions

Service connection charges do not apply to:

1. Directory Listings
2. In the following instances, provided service and facilities are assumed prior to their discontinuance and without lapse in rendition of service or billing for service:
  - (a) A Change of name without a change of ownership.
  - (b) A change of ownership without a change of name.
  - (c) When one member of a family applies for the service previously contracted for by another member of the same family residing in the same household.
3. When a receivership for an existing subscriber is established or terminated.
4. Service changed from a residence to a business classification, or vice versa, without change in the identity of the subscriber.
5. Service re-established after the destruction or partial destruction of the subscriber's premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, the Service Connection Charge is applied in connection with re-establishment of service at the old location.

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**MILEAGE CHARGES**

Mileage rates apply for extending standard voice grade intra-exchange service between locations on the same premises, or between premises where adequate facilities exist. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff, such as Special Construction. (N)

**Detached Extension Mileage**

Below is the rate for a detached extension, airline mileage measurement via the central office if that route is necessary.

		<u>Monthly Rates</u>	
a.	Between buildings on different premises		
	First ¼ mile or fraction thereof	\$4.00	
	Each additional ¼ mile	\$2.00	
b.	Between buildings on the same premises		
	First ¼ mile or fraction thereof	\$2.00	(I)
	Each additional ¼ mile	\$1.00	(I)

**Local Loop Rental**

The following charges apply to Private Line Voice, Teletype (Not TWX), Data, Metering or Control Channels where necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

The total mileage is the sum of the airline mileage from each point to its serving central office, with fractional 1/4 miles treated as full 1/4 miles, for each two point segment of distance.

Charges per cable pair:

	<u>Monthly Rate</u>
First 114 mile or fraction thereof	\$4.00
Each additional 1/4 Mile	\$2.00

(For each terminated segment where segments are permanently tied together, combined mileage applies .)

When facilities must be constructed to provide service to an applicant beyond the Base Rate Area, charges shall be determined on an individual case basis.

OPTIONAL SERVICES

FEB 17 1999

Custom Calling Services

MO. PUBLIC SERVICE COMM

A. General

Custom Calling Services are optional telephone service arrangements which may be provided only from central offices so equipped to provide one or more custom calling features. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. Rates

1. Individual Services

Monthly Rate

- (a) Call Waiting . . . . . \$ 2.25
- (b) Call Forwarding. . . . . \$ 1.00
- (c) Three Way Calling. . . . . \$ 1.00
- (d) Speed Calling - 8 Number. . . . . \$ 1.00
- (e) Speed Calling - 30 Number . . . . . \$ 2.25
- (f) Call Forwarding - Busy . . . . . \$ 1.00
- (g) Call Forwarding - No Answer . . . . . \$ 1.00

(N)  
(N)

C. Conditions

Call Waiting - By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.

Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which he wants all incoming calls to be automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the telephone to which the call was transferred.

Three Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

Speed Calling - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Customer may subscribe to only one of either the 8 Code capacity or 30 Code capacity on the same line.

Call Forwarding - Busy - Allow a customer engaged in a telephone conversation to have incoming calls routed to another predetermined number. The customer purchasing the Call Forwarding feature is responsible for payment of all charges for each call between his call-forwarding equipped telephone and the telephone to which the call is forwarded.

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Missouri Public Service Commission

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OPTIONAL SERVICES (Cont'd)

RECEIVED

Custom Calling Services (Cont'd)

FEB 17 1999

C. Conditions (Cont'd)

MO. PUBLIC SERVICE COMM.

Call Forwarding – No Answer – Allows automatic transfer of all incoming calls, not answered within a prescribed time, to another number. The customer purchasing the Call Forwarding feature is responsible for the payment of all charges for each call between his call-forwarding-equipped telephone and the telephone to which the call is forwarded.

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Custom Calling Services will be provided in connection with residence and business service.

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Missouri Public  
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OPTIONAL SERVICES (Cont'd)

REC'D DEC 11 1998

Distinctive Ring Service

A. General Regulations

Distinctive Ring allows a customer to establish up to two telephone numbers on the same local exchange access line and distinguish calls to each number by a distinctive ringing pattern. The billing number is called the Primary Number and additional associated telephone number is called Distinctive Number. A customer may subscribe to one Distinctive Ring Number. The standard ringing pattern is provided for the Primary Number. Unique ringing is provided for the Distinctive Ring Number.

Distinctive Ring is available in conjunction with compatible residence and business service where technology, facilities and telephone numbers are available.

Some customer provided terminal equipment may not recognize the distinctive ringing patterns associated with this service.

In addition to the provisions of this Tariff, the Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of Distinctive Ring or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of this service after the Telephone Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service for the period following notice from the customer until service is restored.

The Primary number is the telephone number associated with the access line and therefore is allowed direct-dialed Directory Assistance calls in accordance with the Directory Assistance Service section of this Tariff. No additional call allowances are provided with Distinctive Ring.

One directory listing is provided for each telephone number associated with Distinctive Ring Service. Private Service is available, at no charge for all telephone numbers associated with Distinctive Ring. Private Service rates shown in the Directory Listings section of this Tariff apply to the Primary number only.

Additional listing rates and extra or alternate listing rates shown in the Directory Listings section of this Tariff apply to Primary and Distinctive Ring numbers.

If a customer requests a change in the listings for telephone numbers associated with Distinctive Ring Service, the regular Service Connection Charges of this Tariff will apply.

Distinctive Ring customers who subscribe to Call Forwarding can choose one of two forwarding arrangements. The first arrangement forwards the Distinctive Ring number(s) along with the Primary number when it is forwarded. The second arrangement provides no forwarding of the Distinctive Ring number(s). A forwarding arrangement must be selected at the time Distinctive Ring is ordered. If a customer later requests a change in forwarding, the regular Service Connection Charges of this Tariff will apply.

If a customer requests a number change for either the Primary number, or the Distinctive Ring number, the regular Service Connection Charges of this Tariff will apply.

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**OPTIONAL SERVICES (Cont'd)**

**Distinctive Ring Service (Cont'd)**

**B. Residence and Business Rates**

The following rate apply in addition to the established rates and charges for the services with which these features are associated:

	<u>Monthly Rate</u>
Distinctive Ring Service (per number)	\$2.25 (1)

**Warm Line Service**

**A. General Regulations**

Warm Line is an feature which gives the customer 30 seconds after going off-hook to dial a number before it automatically dials a predesignated number. This feature allows the customer to use the telephone line normally, but to go to a designated number by simply staying off-hook.

Warm Line is available in conjunction with compatible residence and business service where technology, facilities and telephone numbers are available.

In addition to the provisions of this Tariff, The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of Warm Line or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of this service after the Telephone company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service for the period following notice from the customer until service is restored.

**B. Residence and Business Rates**

The following rate applies in addition to the established rates and charges for the services with which these features are associated:

	<u>Monthly Rate</u>
Warm Line Service	\$2.25 (1)

(1) The regular Multi-Element Non-Recurring Charges apply on all charges made at the subscriber's request.

Missouri Public  
 Service Commission  
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OPTIONAL SERVICES (Cont'd)

Missouri Public  
Service Commission

CLASS Service

REC'D DEC 11 1998

A. General Regulations

Class Service is a group of central office call management features offered in addition to basic telephone service. Class Service consists of the following features:

1. Definitions of Feature Offerings

Automatic Callback

Automatic Callback, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Automatic Recall

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Calling Number Identification

This feature enables the customer to view on a display unit the Directory Name and/or Number (CPN) on incoming telephone calls.

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

Per line blocking for the blocking of the CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to GREEN HILLS TELECOMMUNICATIONS SERVICES (a) private, nonprofit, tax exempt, domestic violence intervention agencies and (b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

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OPTIONAL SERVICES (Cont'd)

CLASS Service (Cont'd)

Missouri Public  
Service Commission

A. General Regulations (Cont'd)

REGD DEC 11 1998

1. Definitions of Feature Offerings (Cont'd)

Calling Number Identification (Cont'd)

Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (#82 on their Touch Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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

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

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

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Service Commission

98-380

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OPTIONAL SERVICES (Cont'd)

Missouri Public  
Service Commission

CLASS Service (Cont'd)

REC'D DEC 11 1998

A. General Regulations (Cont'd)

1. Definitions of Feature Offerings (Cont'd)

Caller ID – Name and Number

This feature enables the customer to view on a display unit the Directory Name and Number on incoming telephone calls.

When Caller ID Name and Number is activated on a customer's line, the Directory Name & Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded.

Customer Originated Trace

Customer Originated Trace enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. The customer is not provided the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Only calls from appropriately equipped and technically capable area are traceable using Customer Originated Trace.

If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Customer Originated Trace will not record the correct number.

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98-380  
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OPTIONAL SERVICES (Cont'd)

Missouri Public  
Service Commission

CLASS Service (Cont'd)

REC'D DEC 11 1998

A. General Regulations (Cont'd)

1. Definitions of Feature Offerings (Cont'd)

Distinctive Ringing \ Call Waiting

Distinctive Ringing \ Call Waiting provides a distinctive ringing pattern to the subscribing customer for calls received from specific telephone numbers.

The customer creates a screening list of up to thirty telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting and a call is received from a telephone number on the Selective Distinctive Ringing \ Call Waiting screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Selective Distinctive Ringing \ Call Waiting screening list also appears on the Selective Call Forwarding list, the Selective Call Forwarding will take precedence. Likewise, when the same number is shown on the Selective Call Rejection list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number than represents all the lines in a collection of lines, such as multi-line hunt groups.

Selective Call Acceptance

This feature provides the customer the ability to screen incoming calls against a list of up to thirty subscriber-specified directory numbers and then accepts any calls only from those specified directory numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the call receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

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OPTIONAL SERVICES (Cont'd)

Missouri Public  
Service Commission

CLASS Service (Cont'd)

REC'D DEC 11 1998

A. General Regulations (Cont'd)

1. Definitions of Feature Offerings (Cont'd)

Selective Call Forwarding

Selective Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to thirty numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Selective Call Rejection and the same telephone number is entered on both screening lists, the Selective Call Rejection features must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number, or a Telephone Number identified number that represents all the lines in a collection of lines such as multi-line hunt groups.

Selective Call Rejection

This feature provides the customer the ability to prevent incoming calls from up to thirty different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Selective Call Forwarding and/or Selective Distinctive Ringing \ Call Waiting and the same telephone numbers appear on those screening lists, Selective Call Rejection will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

Missouri Public  
Service Commission  
98-380  
FILED JAN 10 1999

Issued: December 11, 1998

Effective: January 10, 1999

Issued By:

James A. Simon, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625



OPTIONAL SERVICES - (Cont'd)

CLASS Service - (Cont'd)

B. Regulations and Limitation of Service

1. The following limitations apply:
  - a. Class Service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within appropriately equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies and interexchange carriers. Also, feature screening lists can only contain telephone numbers of subscribers served out of appropriately equipped and technically capable offices.
  - b. Class Service cannot be provisioned on an originating basis with, Toll Terminals, Trunks, or some Remote Switching Locations.

2. Disaster Assistance Plan

In the event that a natural disaster occurs in one of the Company's exchanges and destroys or partially destroys customers' premises, the Company may, at its sole discretion, elect to implement a Disaster Assistance Plan. Under the Plan, the Company may, for example, waive the installation fee and up to three months' recurring service charges for Call Forwarding, Call Forwarding - Busy Line, Call Forwarding - No Answer, and/or other features the Company may deem appropriate. This plan will only be available to residential and business customers whose premises are damaged to the point they are considered unsafe, unsuitable, or uninhabitable. Charges will only be waived with respect to existing local exchange service accounts, which are not partially or fully suspended at the time of the offer. Charges will not be waived on service established at a new location.

(N)  
 \_\_\_\_\_  
 (N)

C. Residence and Business Rates (1)

1. Rates for the following CLASS Services with the exception of Customer Originated Trace will be charged on a monthly basis.

	<u>Monthly Rate</u>
a. Automatic Callback	\$2.25
b. Automatic Recall	\$2.25
c. Caller ID Calling Number	\$4.00
d. Caller ID Calling Number with Call Waiting	\$5.00
e. Caller ID Name & Number	\$6.00
f. Caller ID Name & Number with Call Waiting	\$7.00
g. Distinctive Ringing \ Call Waiting	\$2.25
h. Selective Call Acceptance	\$2.25
i. Selective Call Forwarding	\$2.25
j. Selective Call Rejection	\$2.25

- (1) Only one Service Connection Charge applies when more than One CLASS Service is ordered or changed simultaneously.

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 Issued By:

Steve Gann, General Manager  
 P.O. Box 227  
 Breckenridge, Missouri 64625

Effective: December 5, 2003

**FEB 17 1999**

**MO. PUBLIC SERVICE COMM**

**OPTIONAL SERVICES - (Cont'd)**

**Packaged Services**

**A. General**

Custom Calling Services, Distinctive Ring Service and CLASS Services as described in this Section, are available package configurations.

**B. Rates**

	<u>Monthly Rate</u>	
1. <u>Package I.</u> Call Waiting, 3 Way Calling, Distinctive Ring Service and one of the following -Automatic Recall, Selective Call Rejection, Automatic Callback or Selective Call Forwarding	7.50	(T)   (T)
2. <u>Package II.</u> Caller ID Calling Number, Selective Call Rejection plus one of the following: Selective Call Acceptance, Automatic Callback or Selective Call Forwarding	7.00	(T)   (T)
3. <u>In Touch with Call Forwarding.</u> Includes Call Waiting, 3 Way Calling, Call Forwarding, Call Forwarding-Busy & Call Forwarding-No Answer	4.50	(T) (T)
4. <u>In Touch with Distinctive Ring Service.</u> Same as 3 above plus Distinctive Ring Service	5.50	(T)
5. <u>In Touch with Automatic Recall</u> Same as 4 above plus Automatic Recall	6.00	(T)
6. <u>Call Manager.</u> Same as 5 above plus Automatic Callback	7.50	(T)
7. <u>Call Manager Plus.</u> Call Waiting, 3 Way Calling, Call Forwarding, Automatic Recall, Automatic Callback and Caller ID Calling Number	8.50	(T)   (T)
8. <u>Green Hills Essentials.</u> Call Waiting, 3 Way Calling, Call Forwarding, Automatic Recall, Automatic Callback, Caller ID Name & Number with Call Waiting, Call Forwarding-Busy & Call Forwarding-No Answer	10.00	(T)   (T)

**Missouri Public  
 Service Commission**

**FILED MAR 19 1999**

Issued: February 17, 1999  
 Issued By:

James A. Simon, General Manager  
 P.O. Box 227  
 Breckenridge, Missouri 64625

Effective:  
 March 19, 1999

OPTIONAL SERVICES (Cont'd)

Packaged Services (Cont'd)

A. Rates (Cont'd)

		<u>Monthly Rate</u>	
9.	<u>Green Hills Advantage.</u> Call Waiting, Automatic Recall, Caller ID Calling Number, Call Forwarding-Busy & Call Forwarding-No Answer	7.50	(M)
10.	<u>Green Hills Advantage w/name.</u> Call Waiting, Automatic Recall, Caller ID Name & Number with Call Waiting, Call Forwarding-Busy & Call Forwarding-No Answer	9.50	(M)
			(D)
			(D)

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Issued By:

Steven W. Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: March 7, 2013

FILED  
Missouri Public  
Service Commission  
JC-2013-0381

OPTIONAL SERVICES (Cont'd)

Bundled Services

(T)

A. Bundled Services

(T)

Rates and descriptions of the Company's new bundled service offerings are available at the Company's website:

(N)

[www.greenhills.net](http://www.greenhills.net)

(N)

(D)

(D)

**GREEN HILLS TELECOMMUNICATIONS SERVICES**

**PSC MO. NO. 1  
Section 28  
Fourth Revised Sheet 13  
Cancelling Third Revised Sheet 13**

OPTIONAL SERVICES (Cont'd)

Bundled Services (Cont'd)

HOLD FOR FUTURE USE

(T)

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(D)

Issued: January 30, 2017  
Issued by:

David Adams, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: February 9, 2017

**FILED**  
**Missouri Public**  
**Service Commission**  
**JC-2017-0152**

OPTIONAL SERVICES (Cont'd)

Bundled Services (Cont'd)

HOLD FOR FUTURE USE

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**DIRECTORY LISTINGS**

REC'D DEC 11 1998

**A. General**

The following rates are applicable to the alphabetic section of the telephone directory for business or residence customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

**B. Rates**

	<u>Monthly Rate</u>
1. Additional, extra, or alternate listings, Per listing	\$ 1.00
2. Private service, per listing	\$ 1.00

**C. Conditions**

1. A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
  - a. Listings will be limited to such information as is necessary for proper identification.
  - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
  - c. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
2. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.

## DIRECTORY LISTINGS - (Cont'd)

REC'D DEC 11 1998

## C. Conditions - (Cont'd)

3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or nonsubscriber listing is furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C. 1. above shall apply.
5. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
  - b. No charge will apply for private service when two or more access lines are connected via trunk hunting and the first number of the group is listed.
6. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.
7. The contract period for directory listings is:
  - a. For those services that appear in the directory, the directory period; unless the listing is no longer applicable because of disconnection, removal, etc., of the services with which it is associated. The directory period starts on the day the directory is distributed and concludes the day that the succeeding directory is distributed.
  - b. For those services that do not appear in the directory; 30 days.

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Service Commission  
98-380  
FILED JAN 10 1999Issued: December 11, 1998  
Issued By:James A. Simon, General Manager  
P.O. Box 227  
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Effective: January 10, 1999



DIRECTORY LISTINGS - (Cont'd)

REC'D DEC 11 1998

A. General Regulations

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names or subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
  - a. In connection with residence service:
    - (1) The individual name of the subscriber, or
    - (2) The individual name of a member of the subscriber's family.
  - b. In connection with business service:
    - (1) The individual name of the subscriber, or
    - (2) The name under which the subscriber or joint user is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carrier, or
    - (3) The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber is authorized by such other to use, or
    - (4) The individual names of the officers, partners, or employees of the subscriber, or
    - (5) The names of departments when such listings are deemed necessary from a public reference viewpoint.

Missouri Public  
Service Commission  
98-380

FILED JAN 10 1999

DIRECTORY LISTINGS— (Cont'd)

REC'D DEC 11 1998

A. General Regulations - (Cont'd)

4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.
5. Primary Listings
  - a. One listing without charge, termed the primary listing, is provided as follows:
    - (1) For each separate subscriber service. When two or more main station lines or PBX trunk lines are consecutively operated, the first number of the group is considered the primary listing.

B. Regular Extra Listings

1. Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation; if the subscriber is a corporation, and for any business establishment, the names of associates or employees of the subscriber. No other class of listing, such as service, agency, commodity, etc., will be accepted.
2. Residence extra listings may be the names of members of the subscriber's immediate family.

Missouri Public  
Service Commission  
98-380  
FILED JAN 10 1999

DIRECTORY LISTINGS-- (Cont'd)

REC'D DEC 11 1998

B. Regular Extra Listings - (Cont'd)

3. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
4. Regular Extra Listings are furnished at the rate quoted in this section.
5. Extra Listings charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

C. Special Types Of Extra Listings

1. Duplicate and cross reference listings
  - (a) Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
  - (b) Cross reference Listings are permitted when their use will facilitate in the handling of telephone calls.
  - (c) The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.

Missouri Public  
Service Commission  
98-380  
FILED JAN 10 1999

Missouri Public  
Service Commission

DIRECTORY LISTINGS-- (Cont'd)

REC'D DEC 11 1998

C. Special Types Of Extra Listings - (Cont'd)

2. Alternate Call Number Listings
  - (a) Listing of an alternate telephone number, other than those covered under paragraph 4-a "Office Hour Listings" of this Tariff, to be called in case no answer is received, is permitted for subscribers to all classes of service.
  - (b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such a case, the consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished.
  - (c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.
3. Foreign Exchange Listings
  - (a) Foreign Exchange Listings, i.e., listings of subscribers in a directory of an exchange other than that from which the service is rendered, are permitted.
  - (b) The Foreign or Non-subscriber Listing rate applies for each Foreign Exchange Listing.
4. Office Hour Listings
  - (a) Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listing, may obtain same by paying the rates for Regular Extra Listings.

Missouri Public  
Service Commission  
98 - 380  
FILED JAN 10 1999

**PROMOTIONS**

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

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

GHTS will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. If facilities permit, all residence and/or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.

- a. Customers requesting Caller ID Name & Number, Caller ID Name & Number w/Call Waiting, or Voice Mail between April 1, 2006 and April 30, 2006 will be given 50% off per month for the first three months. Service order charges will be waived. (N)
- b. Customers requesting Caller ID Name & Number and Voice Mail or Caller ID Name & Number w/Call Waiting and Voice Mail between April 1, 2006 and April 30, 2006 will be given 50% off per month for the first year. Service order charges will be waived. (N)

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**Issued: March 16, 2006**  
**Issued By:**

**Steven W. Gann, General Manager**  
**P.O. Box 227**  
**Breckenridge, Missouri 64625**

**Effective: April 1, 2006**

MISCELLANEOUS SERVICES

REC'D DEC 11 1998

A. Special Circuits

1. Local loops used in connection with interexchange facilities for either Private Line Telephone Service, Private Line Teletypewriter Service, Teletypewriter Exchange Service, and Private Line Morse Service will be furnished where facilities are available, at the Business Individual Line Rate.

a. An installation charge equal to the cost of labor required to install such Loops applies to each Loop in lieu of a Service Connection Charge. The minimum installation charge will be \$25.00.

2. Channels for services not specifically named elsewhere in these Tariffs, and for purpose other than telephonic communications, will be furnished where facilities are available and where in the judgement of the Telephone Company the use to be made of such Channels is not contrary to regulations.

Monthly Rates

a. Channels for P.B.X. tie lines or alarm circuits, and like purposes, first 1/4 mile or fraction thereof circuit measurement \$4.00

Each additional 1/4 mile or fraction thereof \$2.00

b. Channels, for use in connection with interexchange facilities for Radio Broadcasts: Channels between pickup points and a Radio Station and Studio, between a Radio Station or Studio, between Studio and/or Station and Transmitter, first one-quarter mile or fraction thereof airline measurement N/A  
Each additional one-quarter mile or fraction thereof N/A

Note: If the use to which these Channels are to be put requires that they be equalized or balanced, the initial equalization or balancing and future adjustments shall be done by the subscriber, or if done by the Telephone Company, the cost thereof will be billed to the subscriber.

c. The Telephone Company does not hold itself out to furnish Channels with a transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the Company's standpoint.

d. The subscriber must agree that the volume of electrical input on such Channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.

e. An installation charge equal to the cost of labor required to install such Channels applies to each Channel in lieu of a Service Connection Charge. The minimum installation charge will be \$25.00.

The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Tariff.

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Service Commission

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James A. Simon, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Missouri Public

MISCELLANEOUS SERVICES (Cont'd)

REC'D JUL 19 2001

A. Truck Hunting Service Arrangement

Service Commission

1. General:

Trunk Hunting Service Arrangement is equipment located in the telephone company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

2. Regulations:

The rate following is applicable to residence and business individual line service, excluding semi-public telephone service.

3. Rates:

Hunting Service Arrangement, per line or trunk in a group so arranged	Per Month \$1.50
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B. Fire Bar System

Rates for Fire Bar System service will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Telephone Company's cost of providing the service and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

Norborne

The telephone company may furnish to the Norborne City fire department a fire alarm system that will place a continuous ring on one (1) to thirty (30) telephone lines provided that they are (N) located in the Norborne exchange. Any station may answer and all parties that answer will have a common two-way communications circuit.

	<u>Monthly Rate</u>	
Ten (10) Line System	\$ 25.00	
Twenty (20) Line System	\$ 50.00	
Thirty (30) Line System	\$75.00	(N)

Missouri Public  
FILED SEP 01 2001

Service Commission

Issued: July 19, 2001  
Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: September 1, 2001

900 BLOCKING SERVICE

REC'D DEC 11 1998

A. General

900 Blocking Service provides business and residence access line customers the ability to block access from a particular network access line to all telephone numbers for which the 900 or 976 NPA must be dialed.

B. Charges

None

C. Conditions

1. 900 Blocking Service is offered only to customers served by a central office equipped to provide this service.
2. 900 Blocking Service blocks access to all 900 or 976 telephone numbers from a particular network access line. It is not capable of blocking access to a specific 900 or 976 NPA telephone number.
3. The minimum contract period for this service is one month.
4. Customers who wish to discontinue 900 Blocking Service must make their request in writing.

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RECEIVED

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TOLL ACCESS RESTRICTIONS

MISSOURI Public Service Commission

A. General Regulations

1. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Three options are available to the customer:

- a. Restriction of 1+ calls only.
- b. Restriction of 1+ calls and 0+ and 0- (operator handled) calls, except 8XX IN-WATS.
- c. Restriction of 1+, 0+, 0- and 8XX IN-WATS where facilities allow.

2. Toll Access Restriction of 1+ and/or 0+ and 0- operator handled calls prevents the customer from dialing a long distance telephone number or telephone operator for any purpose including for emergency or telephone assistance purposes. The Company shall not be liable to the customer or any third party for any and all claims, losses or damages caused by the restriction to any toll service.

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3. Toll Access Restriction with PIN (Personal Identification Number) is a service allowing customers to block all the outgoing toll calls unless the PIN number is entered before dialing. Outgoing toll calls as referred to in this tariff include all 1+, 0+, 0-, and international calls. This service is available to all residential and business customers. It is not available for public, non-public, or customer owned pay telephones.

(N)  
|  
(N)

4. Customers must apply in writing for the establishment of Toll Access Restriction.

5. The appropriate non-recurring charges will apply to establish service.

6. The appropriate non-recurring charges will apply to each request to change the PIN (Personal Identification Number).

(N)

B. Rates

The rate for this service will be charged on a monthly basis.

	<u>Monthly Rate</u>	
Toll Access Restriction (a, b or c)	\$1.00	(T)
Toll Access Restriction with PIN	\$2.25	(N)

FILED

OCT 14 2000

MISSOURI Public Service Commission

(D)

DIRECTORY ASSISTANCE SERVICE

A. CONDITIONS

1. Directory Assistance (DA) Service is defined as furnishing telephone numbers and/or addresses. The Directory Assistance charges specified in this tariff apply when a customer dials 411 or 1411 and requests the telephone numbers and/or addresses of other customers within an exchange served by the Company (i.e., Local DA) or within the United States (i.e., Non-Local DA).
2. A maximum of two telephone numbers and/or addresses will be provided with each DA call (except for non-published/unlisted numbers).
3. The Company will provide call completion if requested by the customer for Non-Local calls.

(N)(C)

(N)(C)

B. RESIDENCE AND BUSINESS RATES

	<u>Rate</u>
1. Local and Non-Local DA	\$1.00 per call
2. Call completion for Non-Local calls	\$0.25 per minute*

\* All calls are billed at 1-minute minimums and 6-second increments thereafter.

HOLD FOR FUTURE USE

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Issued By:

Steve Gann, General Manager  
P. O. Box 227  
Breckenridge, Missouri 64625

Effective: July 1, 2015

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Steve Gann, General Manager  
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Breckenridge, Missouri 64625

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GREEN HILLS TELECOMMUNICATIONS SERVICES

P.S.C. MO. NO. 1  
Section 34  
Second Revised Sheet 4  
Cancelling First Revised Sheet 4

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**GREEN HILLS TELECOMMUNICATIONS SERVICES**

**P.S.C. MO. NO. 1  
Section 35  
Second Revised Sheet 1  
Cancels First Revised Sheet 1**

HOLD FOR FUTURE USE

(D)

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Issued: January 29, 2021

Effective: March 1, 2021

David Adams  
Green Hills Telecommunications Services  
P.O. Box 227  
Breckenridge, MO 64625

**FILED**  
Missouri Public  
Service Commission  
JC-2021-0154

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

A. GENERAL REGULATIONS

1. The 211 Service for Information and Referral Service (211 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 (the "211 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 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 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- I. 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 Company's local exchanges. There may be only one 211 Service Provider per exchange.

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 Company local exchange must include the following:
  - a. The local, foreign exchange or toll free telephone number into 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 into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section 36.F.6.
  - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
  - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
  - d. An acknowledgment 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 in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
  - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven digit telephone number that terminates within the Company local exchange's local 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 Company subscribers' 211 Service calls do not incur toll charges.



211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 the 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 the 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 the 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 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 the 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 any 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 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 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 notify the Company in the event the Company's facilities are not functioning properly.

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 the terms set forth in this section and other sections of this Tariff.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Section 28 of this tariff. The Caller ID service will only provide calling number information as described in Section 28 of this tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 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 other than the Approved Information and Referral Service Provider.

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 with 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 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 is unwilling to accept the modifications, 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, without notice, 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. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
  - b. 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 that host central office.

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

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 for each Company local exchange served by the host central office where 211 Service is not established.
  - 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 for each local exchange that 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 nonrecurring 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 or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in Section 25 of this tariff will apply (for example, the B1, Federal Subscriber Line Charge and all applicable taxes and surcharges).

6. Rates

	Nonrecurring Charge
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

Green Hills Telecommunications Services

PSC MO No. 1  
Section 37  
Original Sheet 1

This sheet has not been filed with the Missouri Public Service  
Commission as of 04/19/2007.

Researched by Nikki Senn,  
Senior Office Support Assistant

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.

## B. Obligations of 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.

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Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

B. Obligations of MOCS (Cont)

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.

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 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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P.O. Box 227  
Breckenridge, Missouri 64625

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D. Liability (Cont)

2. The liability of the Company for losses or damages of any kind arising out of mistakes, omission, interruptions, delays, error 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 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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