

TELECOMMUNICATIONS SERVICES

Schedule of Rates, Rules, and Regulations
Governing resale of Basic Local Service
Provided in the State of Missouri

OFFERED BY

dPi Teleconnect, L.L.C.

Applying generally to its authorized territories within the State of Missouri

dPi Teleconnect, L.L.C.

is a

Competitive Telecommunications Company
Under the Revised Statutes of Missouri

This Tariff sets forth the services offerings, rates, terms and conditions applicable to the furnishing of intrastate basic local communications services by dPi Teleconnect, L.L.C., hereinafter, "Carrier" or the "Company" with principal offices at 3350 Boyington Drive, Suite 200, Carrollton, TX 75006. This Tariff applies to services furnished in the State of Missouri. This Tariff is on file with the Missouri Public Service Commission (the "Commission"), and copies can be inspected, during normal business hours, at the Company's principal place of business.

TELECOMMUNICATIONS SERVICES

WAIVER OF RULES AND REGULATIONS

Pursuant to Order of the Missouri public Service commission, the following statutes, provisions, and commission rules have been waived with respect to the Company's provision of basic local exchange telecommunications services as set forth herein:

Statutes

- 392.210.2 - uniform system of accounts
- 392.240.1 - rates-rentals-service & physical connections
- 392.270 - valuation of property (ratemaking)
- 392.280 - depreciation accounts
- 392.290 - issuance of securities
- 392.300 - transfer of property and ownership of stock
- 392.310 - stock and debt issuance
- 392.320 - stock dividend payment
- 392.330 - issuance of securities, debts and notes
- 392.340 - reorganization(s)

Commission Rules

- 4 CSR 240-3.550(4) - company records and reports
- 4 CSR 240-3.550(5)(A) - company records and reports
- 4 CSR 240-10.020 - depreciation fund income
- 4 CSR 240-30.040 - uniform system of accounts
- 4 CSR 240-32.050(4)(B) - provide telephone directories
- 4 CSR 240-32.060 - engineering and maintenance standards
- 4 CSR 240-32.070 - quality of service
- 4 CSR 240-32.080 - service objective and surveillance levels
- 4 CSR 240-33.040(1), (3), and (5)-(10) - billing and payment standards
- 4 CSR 240-33.045 - customer bills
- 4 CSR 240-33.080 (1) - disputes by residential customers
- 4 CSR 240-130 (1), (4) and (5) - operator service

TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

WAIVER OF RULES AND REGULATIONS	1
TABLE OF CONTENTS	2
CHECK SHEET	2-A
EXPLANATION OF SYMBOLS	3
TARIFF FORMAT SHEET.....	4
 SECTION 1 - DEFINITIONS	 5
 SECTION 2 - REGULATIONS	 6
2. REGULATIONS	6
2.1 Undertaking of the Company	6
2.2 Liability of Company	7
2.3 Discontinuance or Interruption of Service by the Company	8
2.4 Payment and Billing.....	10
2.5 Taxes and Surcharges	11
2.6 Deposits	12
2.7 Return Check Charge.....	12
2.8 Disputed Charges	12
2.9 Restoration of Service	13
2.10 Customer Cancellation of Service.....	13
 SECTION 3 - LOCAL EXCHANGES.....	 14
3.1.1 Exchange Listings	14
3.1.2 Reserved for Future Use.....	15
 SECTION 4 - SERVICE DESCRIPTIONS AND RATES.....	 14
4.1 Description of Service	16
4.2 Basic Local Service Rates & Charges	21
4.3 Directory Listings	23
4.4 Emergency Services (Enhanced 911)	25
4.5 Promotional Offerings	25
4.6 Customer Information Bulletin	26
4.7 LifeLine Service	28

TELECOMMUNICATIONS SERVICES

CHECK SHEET

Sheets of this Price List are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets, as named below, comprise all changes from the original Price List that are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>NUMBER OF REVISION</u> <u>(Except as indicated)</u>
1	Revised
2	Original
2-A	Revised
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original
25	Original
26	Original
27	Original
28	Original
29	Original
30	Original
31	Original
32	Original
33	Original
34	Original
35	Original
36	Original

TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

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

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

TELECOMMUNICATIONS SERVICES

TARIFF FORMAT SHEET

- A. Page Numbering - Page numbers appear in the upper-right corner of the sheet. Pages are numbered sequentially. However, new sheets are occasionally added to the Tariff. When a new page is added the page appears as a decimal. For example, a new sheet added between Sheet 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Sheet 14 cancels the third revised Sheet 14. Because of deferrals, notice periods, etc., the most current page number on file with the Commission is not always the Tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1)

TELECOMMUNICATIONS SERVICES

SECTION 1 – DEFINITIONS

Certain terms used generally throughout this Price List are defined below.

Authorized User: A person that either is authorized by the Customer to use local exchange telephone service at Customer's residence or other location, or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Company: DPI Teleconnect, L.L.C., a Delaware Limited Liability Company, the issuer of this Price List.

Customer: The person, or entity which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Customer-Provided Equipment: Terminal equipment, as defined herein, provided by Customer.

Incumbent Local Exchange Carrier (ILEC): Local exchange carriers that are providing telephone exchange service in an area on the date of the enactment of the Telecommunications Act of 1996 and that are deemed to be members of the exchange carriers association

Local Exchange Carrier: A company which furnishes exchange telephone service.

TELECOMMUNICATIONS SERVICES

SECTION 2 - REGULATIONS**2.1 Undertaking of the Company****2.1.1 Scope**

The Company undertakes to furnish intrastate telecommunications services within the state of Missouri under the terms of this tariff as a reseller. Service is available 24 hours a day, seven days a week. The Services described in Section 3 of this Tariff are provided to Customers by the Company pursuant to one or more applicable resale agreements or Resale Tariffs which are on file with, and have been approved by, the Missouri public Service Commission.

The Company is responsible under this Tariff only for the services and facilities provided herein. Should Customers use such services and facilities to obtain access to services offered by other providers, the Company assumes no responsibility for such other service.

2.1.2 Shortage of Equipment or Facilities

The furnishing of service under this Tariff is subject to availability on a continuing basis of necessary facilities from other telecommunications providers to the Company as part of the service provided to the customer.

2.1.3 Terms and Conditions

2.1.3.A This tariff shall be interpreted and governed by the laws of the State of Missouri.

2.1.3.B Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

2.1.3.C Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.3.D Service may not be used for any unlawful purpose.

2.1.3.E Neither the Company nor customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

TELECOMMUNICATIONS SERVICES

2.2 Liability of the Company

- 2.2.1 The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.2.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Tariff. With respect to any other claim or suit, by a Customer or by others, for damages associated with the provision of any service offered under this Tariff, the Company's liability, if any, shall be limited as provided herein.
- 2.2.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- 2.2.4 The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
- 2.2.5 The Company shall not be liable for any damages or losses due to the fault or negligence of, or any omission by, the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.2.6 The Customer shall indemnify, defend, and hold harmless by Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this Tariff, including:
- 2.2.6.A claims for defamation libel, slander, invasion of privacy, infringement of copyright, unauthorized use of trademark, trade name, or service mark, unfair competition; interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content, revealed to, transmitted, processed, handled, or used by the Company under this Tariff;
- 2.2.6.B all other claims arising out of any act or omission of Customer or others, in connection with any service provided by the Company pursuant to this Tariff.

TELECOMMUNICATIONS SERVICES

2.2 Liability of the Company (Cont'd)

- 2.2.7 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.2.8 Company shall not be liable for any damages, including usage charges, That Customer may incur as a result of the unauthorized use of its Authorization Code(s) by others. The unauthorized use of customer Authorization Code(s) includes, but is not limited to, the placement of calls using Customer's Authorization Code(s) without the authorization of the Customer. Customer shall be fully liable for all such usage charges.
- 2.2.9 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXCEPT OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- 2.2.10 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
- 2.2.11 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.3 Discontinuance or Interruption of Service by Company

- 2.3.1 Service may be discontinued for any of the following reasons:
- 2.3.1.A nonpayment of any undisputed delinquent charge;
- 2.3.1.B 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;
- 2.3.1.C refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment;
- 2.3.1.D material misrepresentation of identity in obtaining telephone utility service;
- 2.3.1.E failure to substantially comply with terms of a settlement agreement;
- 2.3.1.F as approved by federal or state law.

TELECOMMUNICATIONS SERVICES

2.3 Discontinuance or Interruption of Service by Company (Cont'd)

- 2.3.2 Service may not be discontinued by the Company for failure to pay charges not subject to the Missouri Public Service Commission's jurisdiction.
- 2.3.3 Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately proceeding such a day.
- 2.3.4 Residential customers shall have 21 days from the rendition of a bill (invoice date) to pay the charges stated.
- 2.3.5 Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least ten days prior to the date of the proposed discontinuance.
- 2.3.6 At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise of the proposed discontinuance and what steps must be taken to avoid it.
- 2.3.7 Notice of Discontinuance shall contain the following information:
 - 2.3.7.A the name, address, and telephone number of the Customer;
 - 2.3.7.B a statement of the reason for the proposed discontinuance and the cost for reconnection;
 - 2.3.7.C the date after which service will be discontinued unless appropriate action is taken;
 - 2.3.7.D how a customer may avoid the discontinuance;
 - 2.3.7.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;
 - 2.3.7.F the telephone number where the customer may make an inquiry;
 - 2.3.7.G a statement that this notice will not be effective if the charges involved are part of an in resolved dispute; and

TELECOMMUNICATIONS SERVICES

2.3 Discontinuance or Interruption of Service by Company (Cont'd)

2.3.7 (Cont'd)

2.3.7.Ha statement of the exception for medical emergency as follows:

Residential Medical Emergency

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

2.3.8 Settlement Agreements for Residential Customers

When a residential customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer. Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement are followed.

2.4 Payment and Billing

2.4.1 Except as otherwise limited by regulation, Customer shall be responsible for payment of all charges, whether authorized or not, for any and all use of or access to Services provided to Customers, including without limitation any unauthorized, unlawful, or fraudulent use or access.

2.4.2 All amounts stated on each monthly invoice are due and payable as set out in paragraph 2.4.1

2.4.3 Customers may pay for Service by money order or cash at a Company authorized Agent location. Payments for Services mailed to the Company may be in the form of a money order or certified check. Credit card payments are accepted by the Company by telephone. Payment for reconnection of Service as provided in the Tariff may be made in any reasonable manner, including personal check. The Company may refuse payment by personal check if the Customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, excepting bank error.

2.4.4 Charges for Prepaid Service will be mailed to the Customer on a monthly (30 days) basis. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within twenty-one (21) days after the invoice date.

2.4 Payment and Billing (Cont'd)

2.4.5 The Company issues bills on a monthly basis with bills received by the Customer on or about the same day each month.

TELECOMMUNICATIONS SERVICES

- 2.4.6 The company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premises to another.
- 2.4.7 The Company sets forth the following on residential bills:
- 2.4.7.A the number of access lines for which charges are stated;
 - 2.4.7.B the beginning or ending dates of the billing period;
 - 2.4.7.C the date the bill becomes delinquent if not paid on time;
 - 2.4.7.D the unpaid balance (if any)
 - 2.4.7.E the amount for basic service;
 - 2.4.7.F an itemization for the amount due for all other regulated or non-regulated services including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service;
 - 2.4.7.G the amount due for all regulated or non-regulated services offered at a packaged rate and an itemization of each service included in the package;
 - 2.4.7.I an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), and other surcharges as may be necessary and appropriate;
 - 2.4.7.J the total amount due;
 - 2.4.7.K a toll-free telephone number where inquiries and/or dispute resolutions may be made for each company with charges appearing on customer's bills; and
 - 2.4.7.L any other credits and charges applied to the account during the current billing period.
- 2.4.8 During the first billing period in which a residential customer receives Service, the Company provides each Customer an insert or other written notice which contains an itemized account of the charges for the equipment and Service for which the Customer has contracted.

2.5 Taxes and Surcharges

The Customer is responsible for the payment of any and all sales, use, gross receipts, excise, or other local, state and federal taxes, excluding taxes on the Company's net income on or based upon the provision, sale or use of network services. The customer is also responsible for charges and surcharges including Relay Missouri Surcharge, E-911 Surcharges, franchise fees and other charges and surcharges (however designated). Taxes and surcharges for Prepaid Services will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in the Tariff. Charges and surcharges other than taxes will be submitted to the Commission for approval.

2.6 Deposits

Company does not require or collect deposits from Customers.

2.7 Return Check charge

Company will charge Customer a one-time fee of \$20.00 if customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

TELECOMMUNICATIONS SERVICES

2.8 Disputed Charges

- 2.8.1 A customer shall advise Company if any part of a charge is in dispute by written notice, in person or by telephone call directed to Company during regular business hours. A dispute must be registered with Company prior to the delinquent date of a charge to avoid discontinuance of service. When a customer advised Company that all or part of a charge is in dispute, 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.
- 2.8.2 Failure of a customer to cooperate with Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute waiver of the customer's right to continuance of service under this tariff.
- 2.8.3 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 chargers in dispute while the dispute is pending. 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.
- 2.8.4 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.
- 2.8.5 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. 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.
- 2.8.6 After resolution of the customer's complaint, the Company may treat a second complaint based on the same facts as already determined

2.9 Restoration of Service

The use and restoration of Service shall in all cases be in accordance with the priority system specified in part 64, Subpart D, of the Rules and Regulations of the Federal Communications Commission.

2.10 Customer Cancellation of Service

If the Customer cancels Service after ten (10) days passes from mailing (date of postmark) or delivery of the Customer Information Bulletin, which appears in Section 4.6 below, the prepaid service charges, plus associated taxes, shall be pro-rated for the actual number of days during which Service has been provided with the non-used portion being refunded to the Customer.

TELECOMMUNICATIONS SERVICES

Section 3 – LOCAL EXCHANGES**3.1 Exchange Listings**

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company (SWBT) exchanges:

3.1.1.

Adrian	Clever	Hannibal	Marshall	Riverview
Advance	Climax Springs	Harvester	Marston	Rogersville
Agency	Creve Couer	Hayti	Mehlville	Rushville
Altenburg-Frohna	Deering	Herculaneum-Pevely	Meta	San Antonio
Antonia	Dekalb	Higbee	Mexico	Scott City
Archie	Delta	High Ridge	Monett	Sedalia
Argyle	DeSoto	Hillsboro	Montgomery City	Senath
Armstrong	Dexter	Holcomb	Morehouse	Sikeston
Ash Grove	Downing	Hornersville	Nashua	Slater
Beaufort	East Independence	Imperial	Neosho	Smithville
Bell City	East Prairie	Independence	Nevada	South Kansas City
Belton	Edina	Jackson	New Franklin	Spanish Lake
Benton	Eldon	Jasper	New Madrid	Springfield Metropolitan
Billings	Elsberry	Joplin	Nixa	St. Charles
Bismarck	Essex	Kansas City Metropolitan	Oak Ridge	St. Clair
Bloomfield	Eureka	Kennett	Oakville	St. Joseph
Bloomsdale	Excelsior Springs	Kirksville	Old Appleton	St. Louis Metropolitan
Blue Springs	Fair Grove	Kirkwood	Oran	St. Marys
Bonne Terre	Farley	Knob Noster	Overland	Stafford
Boonville	Farmington	Ladue	Pacific	Stanberry
Bowling Green	Fayette	Lake Ozark-Osage Beach	Parkville	Ste. Genevieve
Bridgeton	Fenton	Lamar	Patton	Tiffany Springs
Brookfield	Ferguson	LaMonte	Paynesville	Trenton
Camdenton	Festus-Crystal City	Lancaster	Perryville	Tuscumbia
Campbell	Fisk	Leadwood	Pierce City	Union
Cape Girardeau	Flat River	Lee's Summit	Pocahontas-New Wells	Valley Park
Cardwell	Florissant	Liberty	Pond	Versailles
Carl Junction	Frankford	Lilbourn	Poplar Bluff	Vienna
Carrollton	Frederickton	Linn	Portage Des Sioux	Walnut Grove
Carthage	Freeburg	Lockwood	Portageville	Wardell
Caruthersville	Fulton	Louisiana	Puxico	Ware
Cedar Hill	Gideon	Macks Creek	Qulin	Washington
Center	Gladstone	Malden	Raytown	Webb City
Chaffee	Glasgow	Manchester	Republic	Webster Groves
Charleston	Grain Valley	Marble Hill	Richmond	Wellsville
Chesterfield	Gravois Mills	Marceline	Richwoods	Westphalis
Chillicothe	Gray Summit	Marionville	Risco	Willard
Clarksville	Greenwood	Maxville	Sappington	Wyatt

TELECOMMUNICATIONS SERVICES

3.1.2 RESERVED FOR FUTURE USE

TELECOMMUNICATIONS SERVICES

SECTION 4 - SERVICE DESCRIPTIONS AND RATES**4.1 Description of Service**

The Company's Local Telephone Service enables the Customer to the following

- Voice grade access to the public switched network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Access to emergency services
- Access to operator services
- Access to interexchange service
- Access to directory assistance
- Toll limitation for qualifying low-income consumers

The Company's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g. 900, 976).

4.1.1 Basic Local Service

Basic Local Service is a service which is available for access by subscribers on a full time basis. Basic Local Service provides Customer with a single, voice-grade communications channel and access to unlimited local calls, "911" and/or "E911" calls, if available in the Customer's area, and toll free (e.g. "800" or "888") calls.

Basic Local Service does not include any long distance service or other toll services. The following types of calls and services will be blocked by the Company through the ILEX's switch: interLata, intraLata, interstate, and international (e.g. "1+" or "0+"); collect calls; operator-assisted calls; third number billed calls; or any service that may be billed to Customer's telephone number (e.g. "900" and "976" calls).

4.1.2 Service Area

Where facilities are available, the Company's service area incorporates the geographic regions and exchanges currently serviced by the Local Incumbent LEC

4.1.3 Local Calling Area

Local calling areas will be identical to the local calling areas of the incumbent local exchange carriers from which the Company purchases services, as those local calls areas are defined in the tariffs of the incumbent local exchange carrier that have been filed with the Commission.

TELECOMMUNICATIONS SERVICES

4.1 Description of Service (Cont'd)4.1.4 Optional features:4.1.4 A Call Waiting

Allows Customer to be notified of an incoming call while having a conversation with another party.

4.1.4B Call Forwarding

Allows calls to automatically ring to another phone number selected or determined by the Customer.

4.1.4C Three-Way Calling

Allows the Customer to add a third party to a conversation.

4.1.4.D Caller ID Name and Number

This feature enables the customer to view on a display unit the Calling party Directory Name and/or Number (CPI) on incoming telephone calls. When Caller ID is activated on a customer's line, the CPN of incoming calls is displayed on the called CPE during the first long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request , at no charge, only 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 the Company: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a contiguous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

A customer may prevent delivery of their calling name and/or number to the called party by dialing an access code 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 lien to the called party. Instead, Caller ID customers will receive an anonymous Indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to clock delivery of their name and telephone number. The blocking of CPN will not be provided on calls originated from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

TELECOMMUNICATIONS SERVICES

4.1.4.E Caller ID (Cont'd)

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. 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.

4.1.4.F Call Trace

Allows Customers receiving annoying or anonymous calls to request (I) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the customer to dial a code (*57) to automatically request the following information be recorded the originating telephone number; the date and time of the call; the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll-free number, which will activate a Voice Response Script which will assist the Customer in establishing an open file (in exchanges where SWBT service is being resold). Should the Customer decide to prosecute the call originating party, the Customer should contact Company for further instructions. Activation of Call Trace never authorized Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may necessary to place a manual tap on the Customer's telephone line or customer may need to contact local law enforcement personnel to provide assistance.

4.1.4.G Call Return

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

4.1.4.H Unlisted Number

A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of the calling party. However, when a call is placed from a telephone number associated with a non-published listing, the number and/or name may be disclosed if the called party has the necessary equipment for receiving and/or disclosing in coming telephone numbers and/or name.

TELECOMMUNICATIONS SERVICES

4.1.5 Miscellaneous ChargesA. Service Suspension Restoral Fee

Charge for restoring service that has been suspended by the company. The phone number of a Customer whose service has been suspended will be reserved for five days.

B. Service Reconnection Fee

Charge for reconnecting service that has been disconnected by the Company. The Customer must pay the Service Reconnection Fee if service is disconnected.

C. Transfer Fee

Charge for initiation of service subsequent to a customer location move.

4.1.6 Bundled Services

Bundled Service plans provide customers with a flat rate access line with Touch-Tone capability, and features/services specified in the respective package "Description of Service" in section 4.1 of this tariff.

Bundled Service plans are only available to residence subscribers. All rules, regulations and limitations specified in this Tariff apply to the respective features/services listed as part of the package. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.

Existing customers of Bundled Service plans can not take advantage of special promotion offerings relating to the Bundled Service plan or any of the features/services specified within the plan unless specifically allowed by the terms of the special promotion.

Bundle Service plans can be suspended based on suspension rules and definitions.

TELECOMMUNICATIONS SERVICES

4.1.6 Bundled Services (Cont'd)

1. GAH Advantage Plan

A. Description of Service

1. The GAH Advantage plan provides the customer with features/services specified below and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area unless other wise stated in tariff.
3. The rate specified herein entitles a residence subscriber to unlimited use of the features/services specified in the following section:

Call Waiting, Caller ID

2. GAH Premier Plan

A. Description of Service

1. The GAH Premier plan provides customers with the features/services specified below and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in section 4.1.3.
3. The rate specified herein entitles a residence subscriber to unlimited use of the features/services specified in the following section:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID, Call Return

TELECOMMUNICATIONS SERVICES

4.2 Basic Local Service Rates and Changes4.2.1 Activation/Installation Fee

This fee will apply when Customer initiates service. This fee is refundable only if service has not been established from the underlying carrier prior to receipt of refund request. The Activation/Installation Fee, along with the first month's Recurring Charges listed in Section 4.2.2 below, must be paid before Company will initiate service

One-Time Activation/Installation Fee	\$ 60.00
Conversion Fee	\$ 60.00

4.2.2. Recurring Charges – BasicA. Basic Service

Monthly

Local Line – Monthly Recurring	\$ 39.99– AT&T Exchanges
--------------------------------	--------------------------

3. Bundled Services

Monthly

GAH Advantage – Monthly Recurring	\$ 45.99 – AT&T Exchanges
GAH Premier – Monthly Recurring	\$ 49.99 – AT&T Exchanges

TELECOMMUNICATIONS SERVICES

Basic Local Service Rates and Changes (Cont'd)4.2.3 Optional Features Rates and Charges

	<u>Monthly</u>	<u>One-Time Activation*</u> <u>Fee</u>	<u>One-Time Activation**</u> <u>Fee</u>
Call Waiting	\$7.00	\$20.00	\$5.00
Call Forwarding	\$7.00	\$20.00	\$5.00
Call Return	\$7.00	\$20.00	\$5.00
Three-Way Calling	\$7.00	\$20.00	\$5.00
Caller ID Name & Number	\$12.00	\$20.00	\$5.00
Unlisted Number	\$7.00	\$20.00	\$5.00
Call Trace	\$9.00 per successful activation***		

* If service is installed after initial installation .

** If service (s) is installed in conjunction with initial local line installation. Per Order.

*** No monthly fee or one time activation fee.

	<u>Per Use</u>
Directory Assistance	\$ 1.65*
National Directory Assistance	\$ 1.65*

* per directory assistance call . No monthly fee or one time activation fee

TELECOMMUNICATIONS SERVICES

4.2 Basic Local Service Rates and Changes (Cont'd)4.2.4 Miscellaneous Charges

4.2.4.A The Basic Local Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

4.2.4.B Service Suspension Restoral Fee
\$20.00

4.2.4.C Service Reconnection Fee
\$40.00

4.2.4.D Transfer Fee
\$60.00

4.2.4.E Service Change Order Fee
\$20.00

4.3 Directory Listings

The Company shall provide for a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number, termed the primary listing, in the telephone directory published by the dominant exchange service provider in Customer's exchange area.

4.3.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.

4.3.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

TELECOMMUNICATIONS SERVICES

4.3 Directory Listings (Cont'd)

4.3.3 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

4.3.4 Directory listings are provided in connection with each Customer service as specified herein.

4.3.5 Non-Recurring Charges

Non-Recurring Charges associated with Directory Listings are as follows:

Non-Recurring

Primary Listing (one number)	N/C
------------------------------	-----

4.3.6 Recurring Charges

Monthly Recurring Charges associated with Directory Listings are as follows:

Monthly

Primary Listing (one number)	N/C
------------------------------	-----

TELECOMMUNICATIONS SERVICES

4.4 Emergency Services (Enhanced 911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

- 4.4.1 The company is obligated to supply the E-911 service provider in the Company's service area (the E-911 Service Provider) with accurate information necessary to update the E-911 database at the time the Company submits customers orders to the local exchange company whose service is being resold pursuant to this Tariff. The Company recognizes the authority of the E-911 service provider to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.4.2 The Company will collect 911 and E-911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to Ch. 190.310 RSMo.
- 4.4.3 The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects or malfunction in the emergency services.
- 4.4.4 By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

4.5 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Promotional offerings are subject prior notification to and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion, specifying the terms of the promotion, the location and dates of the promotion.

TELECOMMUNICATIONS SERVICES

4.6 Customer Information Bulletin

Upon receipt of the Service Order, the company or its agents will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR
REVIEW BEFORE SERVICE CONNECTION**

Rights and Responsibilities of Missouri Residential Telephone Customers

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

Your Telephone Bill

You will receive a telephone bill from us each month. dPi Teleconnect provides basic local exchange prepaid services. The Company does not require a deposit for service. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within 21 days of the invoice date. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to dPi Teleconnect or made at one of our Agent locations. Payment for services may be made by money order or cash at an authorized Agent location. Payments for service mailed to dPi Teleconnect must be in the form of a Money Order or Certified Check. Credit card payments are accepted by dPi Teleconnect by telephone only. If you are temporarily having difficulty paying your telephone bill, please call dpi Teleconnect at the Company's toll-free number 800-687-6727 24 hour a day 7 days a week. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first class mail is sent or delivered to you at least ten days prior to the date of the proposed discontinuance.

Disconnection or suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If you do not resolve the reason for disconnection or suspension, your service may first be suspended. If service is suspended your telephone number is reserved for five days, and can be reconnected within that time for a restoral charge of \$20.00 as described in the "Reconnection of Service section of this Information Bulletin. If the reason for suspension has not been resolved within the 5-day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be required to pay the \$60.00 Service Reconnection Fee under the "Miscellaneous Charges" section of this Information Bulletin.

Your service may be disconnection for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge with ten days after a charge has become delinquent. Your service shall not be discontinued unless written notice is sent to you by first class mail or delivered to you at least ten days prior to the date of the proposed discontinuance. Additionally, dpi Teleconnect will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.

TELECOMMUNICATIONS SERVICES

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. Material misrepresentation of identity in obtaining telephone utility service.
5. Failure to substantially comply with terms of a settlement agreement.
6. As approved by federal or state law.

Residential Medical Emergency

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

Reconnection of Service

After local telephone service has been disconnected or suspended, dPi Teleconnect will reconnect or restore your service when the reason for disconnection or suspension has been remedied. Before reconnecting or restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by dpi Teleconnect or its authorized Agent in the event service has been disconnected or suspended.
2. If your service has been disconnected, the Service Reconnection Fee of \$40.00 must be paid.
3. If your service has been suspended, the Service Restoral fee of \$20.00 must be paid.

Procedures for Handling Inquires and Complaints

Telephone inquires may be made directly calling dpi Teleconnect at the Company's toll-free number 800-687-6727 24 hours a day 7 days a week. Written inquired may also be directed to:

dPi Teleconnect
3350 Boyington Drive, Suite 200
Carrollton, TX 75006

Filing a Complaint with the Missouri Public Service Commission

If dpi Teleconnect cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Suite 100, Jefferson City, Missouri 65101, toll-free at 1-800-392-4211 to file an informal complaint.

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, Missouri 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 600, Jefferson City, Missouri 65101. The Public counsel's telephone number is 1-573-751-4857.

TELECOMMUNICATIONS SERVICES

4.7 LifeLine Service4.7.1 Description of ServiceA. LifeLine Basic Service

1. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the MISSOURI Public Service Commission and are as set forth in this tariff.
2. Lifeline is supported by the federal universal service support mechanism.
3. Federal baseline support of **\$8.25** is available for each Lifeline service and is passed through to the subscriber. An additional State credit of up to **\$3.50** may be provided if supported by a State fund. Supplemental federal support of **\$1.75**, matching one half of the State contribution, will also be passed along to the Lifeline subscriber. The total Lifeline credit available to an eligible customer in MISSOURI is **\$13.50**. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

4.7.2 RegulationsA. General

1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
2. One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified in B. following.
3. A Lifeline customer may subscribe to any local service offering available to other residence customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to a multiple line package local service offering.
4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.

TELECOMMUNICATIONS SERVICES

4.7 LifeLine Service (Cont'd)4.7.2 Regulations (Cont'd)A. General (Cont'd)

6. A Lifeline customer is exempt from the Late Payment Charge.
7. Lifeline service is exempt from Installment Billing Service Fee.
8. The Federal Universal Service Charge will not be billed to Lifeline customers.
9. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.

B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of ***any of the following low income assistance programs:***
 - a. Supplemental Security Income (SSI)
 - b. Food Stamps
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National School Lunch's Free lunch program (NSL)
 - g. Temporary Cash Assistance
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.
3. Missouri State Administered Disability Discount Program. A disabled customer, or a household dependent, is any customer who requests or receives residential essential local telecommunications assistance, is totally and permanently disabled or blind, and is receiving support from any of the programs listed in 3.9.2.B.1 above.
 - A. Customers eligible under the established criteria can receive a \$3.50 discount on their bill for essential local telecommunications assistance. The amount of state disabled assistance support for any customer will not exceed the recurring charges for essential local telecommunications services.
 - B. To qualify for the state disability discount, the customer must participate in one of the following programs:
 - a. Veterans Administration Disability Benefits.
 - b. State Blind pension (pursuant to sections 209.010 to 209.160 RSMo.)
 - c. State Aid to Blind Persons (pursuant to section 209.240 RSMo)
 - d. Federal Social Security Disability.
 - e. State supplemental Payments (pursuant to section 208.030 and in accordance with section 660.100.2 RSMo).

TELECOMMUNICATIONS SERVICES

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will be removed if proof of eligibility has not been received by the Company within 30 days of service activation. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

4.7.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's local access bill for local service.
2. Service Charges in Section 4.2.1 (Activation/Installation Fee) applicable for installing or changing Lifeline service.
3. Link-Up connection assistance in Section 4.7.4.A may be available for installing or relocating Lifeline service.
4. The Service Order Change Fee in Section 4.2.4.E is not applicable when existing service is converted intact to Lifeline service.

- B. The total Lifeline credit consists of one federal credit, one State credit and an additional Federal credit equal to 50% of the State credit. Eligible residential subscribers will receive a credit up to \$13.50, except in AT&T service areas, where the credit will be up to \$12.30 as a result of the Missouri subscriber line discount of \$5.30, rather than the maximum allowed of \$6.50.

TELECOMMUNICATIONS SERVICES

4.7 Lifeline (Cont'd)4.7.4 Link-UpA. General

1. Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Missouri Public Service Commission and are as set forth in this tariff.
2. Link-Up is supported by the federal universal service support mechanism.
3. A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of thirty dollars (\$30.00), is available to be passed through to the subscriber.

B. Regulations

1. Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
2. Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
3. The Link-Up credit is available each time the customer installs or relocates the primary residential service.
4. To receive the credit, proof of eligibility must be provided prior to installation of service.
5. The Price List charges for connecting service, including service and other installation charges, are charged as Price List with a credit applied.
6. Link-Up service is exempt from the Installment Billing Service Fee.

C. Eligibility

1. To be eligible for a Link-Up credit, a customer must be a current recipient of any of the following low income assistance programs.
 - a. Supplemental Security Income (SSI)
 - b. Food Stamps
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)

TELECOMMUNICATIONS SERVICES

4.7 Lifeline (Cont'd)4.7.4 Link-Up (Cont'd)C. Eligibility (Cont'd)

- f. National School Lunch's Free lunch program (NSL)
- g. Temporary Cash Assistance

- 2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

D. Certification

- 1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Link-Up credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation without proof of eligibility, the requested service will be provided without the Link-Up credit.
- 2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

4.7.5 Rates and Charges

- A. The federal credit available for a Link-Up connection is thirty dollars (\$30.00) maximum or fifty percent (50%) of the installation and service charges from this Tariff, whichever is less.

TELECOMMUNICATIONS SERVICES

Basic Local Service Rates and ChangesRates for Service

The following are the rates for the services available from dpi Teleconnect. These rates are published in Section 4 of the company's approved tariffs which are available for your review upon request:

Activation/Installation Fee

This fee will apply when Customer initiates service. This fee is refundable only if service has not been established from the underline carrier prior to receipt of refund request. The Activation/Installation Fee, along with the first month's Recurring Charges listed in Section 4.2.2 below, must be paid before Company will initiate service

One-Time Activation/Installation Fee	\$ 60.00
Conversion Fee	\$ 60.00

Recurring Charges – BasicBasic Service

Monthly

Local Line – Monthly Recurring	\$ 39.99 – AT&T Exchanges
--------------------------------	---------------------------

Bundled Services

Monthly

GAH Advantage – Monthly Recurring	\$ 45.99 – AT&T Exchanges
GAH Premier – Monthly Recurring	\$ 49.99 – AT&T Exchanges

Optional Features Rates and Charges

		One-Time	One-Time
	<u>Monthly</u>	Activation* <u>Fee</u>	Activation** <u>Fee</u>
Call Waiting	\$7.00	\$20.00	\$5.00
Call Forwarding	\$7.00	\$20.00	\$5.00
Call Return	\$7.00	\$20.00	\$5.00

TELECOMMUNICATIONS SERVICES

Optional Features Rates and Charges (Cont'd)

	<u>Monthly</u>	<u>One-Time Activation*</u> <u>Fee</u>	<u>One-Time Activation**</u> <u>Fee</u>
Three-Way Calling	\$7.00	\$20.00	\$5.00
Caller ID Name & Number	\$12.00	\$20.00	\$5.00
Unlisted Number	\$7.00	\$20.00	\$5.00
Call Trace	\$9.00 per successful activation***		

* If service is installed after initial installation.

** If service (s) is installed in conjunction with initial local line installation. Per Order

*** No monthly fee or one time activation fee.

	<u>Per Use</u>
Directory Assistance	\$ 1.65*
National Directory Assistance	\$ 1.65*

* per directory assistance call . No monthly fee or one time activation fee

Miscellaneous Charges

The Basic Local Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

Service Suspension Restoral Fee

\$20.00

Service Reconnection Fee

\$40.00

Transfer Fee

\$60.00

Service Change Order Fee

\$20.00

Premise Visit

\$90.00

TELECOMMUNICATIONS SERVICES

Call Trace

Allows Customers receiving annoying or anonymous calls to request (I) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the customer to dial a code (*57) to automatically request the following information be recorded the originating telephone number; the date and time of the call; the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will activate a Voice Response Script which will assist the Customer in establishing an open file (in exchanges where SWBT service is being resold). Should the Customer decide to prosecute the call originating party, the Customer should contact Company for further instructions. Activation of Call Trace never authorized Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may necessary to place a manual tap on the Customer's telephone line or customer may need to contact local law enforcement personnel to provide assistance.

OPERATOR SERVICES

dPi Teleconnect DOES NOT provide operator services.

TOLL SERVICES

dPi Teleconnect's service is a prepaid service with a single, voice-grade communications channel, including a telephone number and a Directory Listing. Prepaid Service permits you to:

- place calls within the Local Calling Area;
- access 911 service if available in your Local Calling Area;
- Place calls to toll-free "800" or "888" telephone numbers.

dPi Teleconnect offers Toll Services thru optional LD plans which may be purchased in addition to our prepaid basic services products. Plans offered, depending on your geographical location, include the ability to originate calls by dialing (1+), (0+) or a (1+800) access number to reach the terminating number.

TELECOMMUNICATIONS SERVICES

Reserved for future use