



ANDREW O. ISAR

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Via EFIS

April 9, 2018

Mr. Morris L. Woodruff  
Secretary  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Jefferson City, MO 65102-0360

RE: Preferred Long Distance, Inc. dba Telplex Communications dba Telplex, Tariff Advice Letter No. 19, Request for Exemption from Tariffing and for Retail Tariff Withdrawal

Dear Mr. Woodruff:

Preferred Long Distance, Inc. dba Telplex Communications dba Telplex, (“Telplex”), pursuant to [Section 392.461 RSMo](#), hereby requests Missouri Public Service Commission (“Commission”) authority to withdraw its retail local exchange and interexchange tariff, Missouri P.S.C. Tariff No. 1, effective immediately. In support of its request, Telplex states as follows.

Section 392.461 RSMo establishes that:

Notwithstanding other provisions of this chapter or chapter 386, a telecommunications company may, upon written notice to the commission, **elect to be exempt from any requirement to file or maintain with the commission any tariff** or schedule of rates, rentals, charges, privileges, facilities, rules, regulations, or forms of contract, whether in whole or in part, for telecommunications services offered or provided to residential or business retail end-user customers and instead shall publish generally available retail prices for those services available to the public by posting such prices on a publicly accessible website [emphasis supplied].

Telplex is a competitive local exchange and interexchange common carrier serving the State of Missouri. The Company has maintained a retail tariff on file with the Commission. Telplex now

JL-2018-0130

Mr. Morris L. Woodruff  
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Page 2

Respectfully requests that its retail tariff, Missouri P.S.C. Tariff No. 1, be withdrawn as authorized pursuant to Section 392.461 RSMo,

Telplex acknowledges that it remains subject to applicable Commission regulations, including its obligation to “publish generally available retail prices for those services available to the public by posting such prices on a publicly accessible website.” The Company has posted a service guide containing rates, terms, and conditions applicable to the Company’s Missouri services on Telplex’s web site, <https://telplex.com/about-us/>.

Thank you for your attention to this matter. Questions may be directed to the undersigned.

Sincerely,

MILLER ISAR, INC.

/s/ Andrew O. Isar

Andrew O. Isar

Consultants to  
Preferred Long Distance, Inc.  
dba Telplex Communications dba Telplex

Preferred Long Distance, Inc.  
dba Telplex (T)

Missouri P.S.C. Tariff No. 1  
Adoption Notice  
Original Adoption Notice Sheet No. 1

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Preferred Long Distance, Inc. dba Telplex, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all retail tariffs filed with the Public Service Commission, State of Missouri, by Preferred Long Distance, Inc. prior to October 1, 2015.

CANCELLED - Missouri Public Service Commission - 05/09/2018 - JL-2018-0130

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Issued: August 24, 2015  
Issued By:

Jerome Nussbaum, President  
16830 Ventura Blvd., Suite 350  
Encino, CA 91436

Effective: September 1, 2015

**FILED**  
**Missouri Public**  
**Service Commission**  
**LN-2016-0042, JL-2016-0064**

MISSOURI LOCAL EXCHANGE AND INTEREXCHANGE  
TELECOMMUNICATIONS SERVICE TARIFF

OF

**Preferred Long Distance, Inc.**  
dba Telplex

(T)

16830 Ventura Blvd., Ste 350  
Encino, CA 91436

Underlying Carrier:  
Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri

This Tariff ("Tariff") contains the descriptions, regulations, and rates applicable to the provision of competitive local exchange telecommunications services provided by Preferred Long Distance, Inc. dba Telplex ("Preferred Long Distance, Inc.") in the State of Missouri. This Tariff is on file with Missouri Public Service Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal offices, 16830 Ventura Blvd., Ste 350, Encino, CA 91436

(T)  
(T)

Preferred Long Distance, Inc. operates as a competitive telecommunications company within the State of Missouri.

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Preferred Long Distance, Inc. operates as a competitive telecommunications company within the State of Missouri.

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TA-2008-0273

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Missouri Public  
Service Commission

## WAIVER OF RULES AND REGULATIONS

The following Rules and Regulations have been waived for purposes of offering network services as set forth herein:

### Missouri Public Service Commission Rules

4 CSR 240-10.020	-	Depreciation and income
4 CSR 240-30.040	-	Uniform system of accounts
4 CSR 240-3.550(5)(C)	-	Telecommunications Company Records and Reports

### Missouri Statutes Laws (RSMo)

Section 392.210.2	-	Establish uniform system of accounts for annual reports
Section 392.240.1	-	Rates – reasonable average return on investment
Section 392.270	-	Property valuation
Section 392.280	-	Depreciation rates
Section 392.290	-	Issuance of securities
Section 392.300.2	-	Acquisition of stock
Section 392.310	-	Issuance of stocks and debt
Section 392.320	-	Stock dividend payment
Section 392.330	-	Issuance of securities, debt, and notes
Section 392.340	-	Reorganization(s)

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

**EXPLANATION OF SYMBOLS**

- (C) To signify **changed** condition or regulation.
- (D) To signify **deleted or discontinued** rate, regulation or condition.
- (I) To signify a change resulting in an **increase** to a Customer's bill.
- (M) To signify that material has been **moved from** another tariff location
- (N) To signify a **new** rate, regulation condition or sheet
- (R) To signify a change resulting in a **reduction** to a Customer's bill
- (T) To signify a change in **text** but no change to rate or charge

## TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the Page. Pages are numbered sequentially. However, new Pages are occasionally added to the Tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each Page. These numbers are used to determine the most current Page version on file with the Commission. Because of various suspension periods, deferrals, etc., the most current Page number on file with the Commission is not always the Tariff Page in effect. Consult the Check Page for the Page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
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  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Pages** - When a Tariff filing is made with the Commission, an updated Check Page accompanies the Tariff filing. The Check Page lists the Pages contained in the Tariff, with a cross-reference to the current revision number. When new Pages are added, the Check Page is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this Page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some Pages.) The Tariff User should refer to the latest Check Page to find out if a particular Page is the most current on file with the Commission.

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**APPLICATION OF TARIFF**

This tariff schedule sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of intrastate resold interexchange and facilities-based and resold switched local exchange telecommunications Services offered by Preferred Long Distance, Inc. (“Company”) to Customers located within the State of Missouri.

The rates and regulations contained in this Tariff apply only to the intrastate telecommunications Services furnished by Company and do not apply, unless otherwise specified, to the lines, facilities, or the services provided by a Local Exchange Carrier or other common carrier for use in accessing the Services of Company. This Tariff does not cover any unregulated service offered by Company. Company will offer any unregulated service in accordance with Company’s current price list or contract, whichever applies to the particular customer.

Company may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Tariff (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Company at variance with the terms hereof, or any failure, refusal or neglect of Company to exercise any right under this Tariff or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Company to exercise any right, power or option hereunder.

The rates, rules, terms and conditions contained herein are subject to change pursuant to the rules and regulations of the Missouri Public Service Commission.

This tariff will be maintained and made available for inspection by any Customer at Company’s principal business office at Preferred Long Distance, Inc., 16830 Ventura Boulevard, Suite 350, Encino, California 91436.

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**SECTION 1 – DEFINITIONS**

**Access Line:** An arrangement from a local exchange Telephone Company or other Common Carrier, using either dedicated or switched access, which connects a Customer's location to Carrier's location or switching center.

**Advance Payment:** Part or all of a payment required before the start of service.

**Applicant:** Any entity or individual who applies for Service offered under this Tariff.

**Authorized User:** A person, firm or corporation authorized by the Customer to be an end-User of the service of the Customer.

**Business Customer:** A Customer that uses a Business Service Offering as set forth in this Tariff.

**Central Office:** A local exchange switching unit that is used to interconnect Exchange Access Lines within a specified area.

**Channel or Circuit:** A path for transmission between two (2) or more points having a bandwidth and termination of Customer's own choosing.

**Commission:** The Missouri Public Service Commission.

**Common Carrier:** An authorized company or entity providing telecommunications services to the public.

**Company:** Preferred Long Distance, Inc., the issuer of this Tariff.

**Contract:** An agreement between Customer and Company in which the two (2) parties agree upon specifications, terms, pricing, and other conditions of Service. The Contract may or may not accompany an associated Service Order.

**Customer:** The person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., that is provided service and that is responsible for the payment of charges and compliance with the terms and conditions of this Tariff.

**Customer Premises:** A location designated by the Customer for the purposes of connecting to the Company's services.

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**SECTION 1 – DEFINITIONS, Continued**

**Deposit:** Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges for Services.

**Directory Assistance Service:** A Service whereby Customers may dial a special directory assistance code or telephone number to reach an operator or automatic Interactive Voice System (“IVS”) that will provide available, published directory listings.

**E-911/911:** An emergency Service whereby a Customer dials a 911 emergency code or other emergency number and is then connected to an emergency agency responsible for the dispatch of emergency assistance. E911 and 911 are used interchangeably to refer to any emergency dialing arrangement.

**Exchange Access Lines:** Central Office equipment and related facilities, including the Network interface, which provide access to and from the telecommunications Network.

**Exchange Area:** A geographically defined area described through the use of maps or legal descriptions to specify areas where individual telephone exchange companies hold themselves out to provide local communications services.

**Exchange Telephone Company or Telephone Company:** Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an Exchange Area, and between Exchange Areas within the LATA.

**FCC:** Federal Communications Commission.

**Individual Case Basis (“ICB”):** A Service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer.

**Interexchange Carrier (IXC):** A long distance telecommunications services provider.

**Interruption:** The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for Service difficulties such as slow dial tone, Circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a Common Carrier or other entity other than the Company. Any Interruption allowance provided within this Tariff by the Company shall not apply where Service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Tariff, terminates Service because of non-payment of bills, unlawful or improper use of the Carrier’s facilities or service, or any other reason covered by this Tariff or by applicable law.

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**SECTION 1 – DEFINITIONS, Continued**

**Local Exchange Carrier (“LEC”):** A provider of local telephone service.

**Local Calling Area:** The area within which a Subscriber for local exchange Service may make telephone calls without incurring a long distance charge.

**Local Access and Transport Area (LATA):** A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

**Monthly Recurring Charges (MRC):** The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Non-Recurring Charge (NRC):** The initial charge, usually assessed on a one-time basis, to initiate and establish service. NRC includes, but is not limited to, charges for construction, installation, or special fees for which the Customer becomes liable at the time the Service Order is executed.

**Person-to-Person:** A call for which the person originating the call specifies to the operator a particular person, department or extension to be reached. Person-to-Person charges only apply when the call is completed to the requested party, department, or extension or when the calling party agrees to talk to another person.

**PBX:** Private Branch Exchange.

**Premises:** Denotes a building, a portion of a building in a multitenant building, or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public thoroughfare.

**Recurring Charges:** Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

**Residential Customer:** A Customer that uses a Residential Service Offering as set forth in this Tariff.

**Service:** Any means of Service offered herein or any combination thereof.

**Service Area:** The area in which the Company provides Service.

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**SECTION 1 – DEFINITIONS, Continued**

**Service Order:** The written request for Company Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Tariff.

**Station:** The network control signaling unit and any other equipment provided at the Customer's Premises which enables the Customer to establish communications connections and to effect communications through such connections.

**Station-to-Station:** Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Subscriber:** The person, firm, partnership, corporation, or other entity who orders telecommunications Service from Preferred Long Distance. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

**Telecommunications Relay Service (TRS):** Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

**Terminal Equipment:** Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

**Termination of Service:** Discontinuance of both incoming and outgoing Service.

**Third Number Billing:** A billing option that allows a call to be billed to an account different from that of the calling or called party.

**Trunk:** A communications path, connecting two (2) switching systems in a network, used in the establishment of an end-to-end connection.

**Two-Way:** A Service attribute that includes dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage Charges:** Charges for minutes or messages traversing over local exchange facilities.

**User or End User:** A Customer, joint User, or any other person authorized by a Customer to use Service provided under this Tariff.

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**SECTION 2 – REGULATIONS****2.1. UNDERTAKING OF THE COMPANY****2.1.1. Scope**

The Company undertakes to furnish telecommunications Service pursuant to the terms of this Tariff in connection with one-way and/or Two-Way information transmission between points within the State of Missouri.

The Company is responsible under this Tariff only for the Services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

**2.1.2. Shortage of Equipment or Facilities**

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of Service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish Service from time to time as required at the sole discretion of the Company.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.3. Terms and Conditions**

- A. Service is provided on the basis of a minimum period of at least thirty (30) days. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.
- B. Except as otherwise stated in this Tariff, Customers may be required to enter into written Service Orders which shall contain or reference a specific description of the Service ordered, the rates to be charged, the duration of the Services, and the terms and conditions in this Tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, Service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the Service Order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
- D. In any action between the parties to enforce any provision of this Tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E. Service may be terminated pursuant to the provisions of applicable Commission regulations.
- F. This Tariff shall be interpreted and governed by the laws of the State of Missouri regardless of its choice of laws provision.

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**SECTION 2 – REGULATIONS, Continued**

**2.1. UNDERTAKING OF THE COMPANY, Continued**

**2.1.3. Terms and Conditions, Continued**

- G. Any other Telephone Company may not interfere with the right of any person or entity to obtain Service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain Service directly from the Company.
  
- H. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other Telephone Company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.4. Limitations on Liability**

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its Services, including but not limited to mistakes, omissions, Interruptions, delays, or errors, or other defects, representations, or use of these Services or (2) the failure to furnish its Service, whether caused by acts or omission, shall be determined in accordance with Commission rules and applicable law. Liability will be limited to the extension of allowances to the Customer for Allowances for Interruptions in Service as set forth in Section 2.8.
- B. Except for the extension of allowances to the Customer for Interruptions in Service as set forth in Section 2.8, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, Interruption, failure to provide any Service or any failure in or breakdown of facilities associated with the Service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.4. Limitations on Liability, Continued**

- D. The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) Common Carriers or warehousemen, except as contracted by the Company;
  2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  3. Any unlawful or unauthorized use of the Company's facilities and Services;
  4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or Services; or by means of the combination of Company-provided facilities or Services;
  5. Breach in the privacy or security of communications transmitted over the Company's facilities;

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**SECTION 2 – REGULATIONS, Continued**

**2.1. UNDERTAKING OF THE COMPANY, Continued**

**2.1.4. Limitations on Liability, Continued**

D. Continued

- 6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company’s liability is limited as set forth in paragraph A of this Section 2.1.4.
- 7. Defacement of or damage to Customer Premises resulting from the furnishing of Services or equipment on such Premises or the installation or removal thereof;
- 8. Injury to property or injury or death to persons, including claims for payments made under Workers’ Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer’s facilities or equipment connected, or to be connected to the Company’s facilities;
- 9. Any non-completion of calls due to network busy conditions;
- 10. Any calls not actually attempted to be completed during any period that Service is unavailable;
- 11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company’s Services or facilities.

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**SECTION 2 – REGULATIONS, Continued**

**2.1. UNDERTAKING OF THE COMPANY, Continued**

**2.1.4. Limitations on Liability, Continued**

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G. Failure by the Company to assert its rights pursuant to one provision of this Tariff does not preclude the Company from asserting its rights under other provisions.
- H. Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly Tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly Tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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**SECTION 2 – REGULATIONS, Continued**

**2.1. UNDERTAKING OF THE COMPANY, Continued**

**2.1.4. Limitations on Liability, Continued**

I. With respect to Emergency Number 911 Service:

1. Company is obligated to supply the E-911 service provider in Company service area with accurate information necessary to update the E-911 database at the time Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
2. At the time Company provides basic local service to a Customer by means of Company own cable pair, or over any other exclusively owned facility, Company will be obligated to make the necessary equipment or facility additions in order to accurately and properly update the database for E-911.
3. Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Company.
4. Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. Company will observe and adhere to the Commission's emergency telephone service rules in 4 CSR 240-34.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.4. Limitations on Liability, Continued****I. With respect to Emergency Number 911 Service:, Continued**

5. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, Interruptions, delays, errors or other defects in the provision of Service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this Service.
6. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 Service features and the equipment associated therewith, or by any Services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.4. Limitations on Liability, Continued****I. With respect to Emergency Number 911 Service, Continued**

7. When a Customer with a non-published telephone number, as defined herein, places a call to the emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 Service upon request of such governmental authority. By subscribing to Service under this Tariff, the Customer acknowledges and agrees with the release of information as described above.

**2.1.5. Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of Service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' Services. No specific advance notification period is applicable to all Service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned Service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.6. Provision of Equipment and Facilities**

- A. The Company shall use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the Service provided the Customer.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which it was provided.
- E. The Customer shall be responsible for the payment of Service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the Service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.6. Provision of Equipment and Facilities, Continued**

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

**2.1.7. Non-routine Installation**

At the Customer's request, installation service may be performed outside the Company's regular business hours. In that case, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, Holidays, and/or night hours, additional charges may apply.

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**SECTION 2 – REGULATIONS, Continued****2.1. UNDERTAKING OF THE COMPANY, Continued****2.1.8. Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. Where facilities are not presently available, and there is no other requirement for the facilities so constructed.
- B. Of a type other than that which the Company would normally utilize in the furnishing of its services.
- C. Over a route other than that which the Company would normally utilize in the furnishing of its services.
- D. In a quantity greater than that which the Company would normally construct.
- E. On an expedited basis.
- F. On a temporary basis until permanent facilities are available.
- G. In advance of Company's normal construction..

**2.1.9. Ownership of Facilities**

Title to all facilities provided in accordance with this Tariff remains in the Company, its partners, agents, contractors or suppliers.

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**SECTION 2 – REGULATIONS, Continued****2.2. PROHIBITED USES**

- 2.2.1.** The Services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2.** The Company may require Applicants for Service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3.** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other Users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4.** A Customer, joint User, or Authorized User may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company. The Company will permit a Customer to transfer its existing Service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications Services. Such a transfer will be treated as a disconnection of existing Service and installation of new Service, and non-recurring installation charges as stated in this Tariff will apply.

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**SECTION 2 – REGULATIONS, Continued****2.3. OBLIGATIONS OF THE CUSTOMER****2.3.1. General**

The Customer is responsible for making proper application for Service; placing any necessary order, complying with Tariff regulations; payment of charges for Services provided. Specific Customer responsibilities include, but are not limited to the following:

- A. the payment of all applicable charges pursuant to this Tariff;
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the Premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such Premises;
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1.C. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for Service;

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**SECTION 2 – REGULATIONS, Continued****2.3. OBLIGATIONS OF THE CUSTOMER, Continued****2.3.1. General, Continued**

- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer will be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under Section 2.3.1.D; and granting or obtaining permission for Company agents or employees to enter the Premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon Termination Of Service as stated herein, removing the facilities or equipment of the Company;
- G. not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities;
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes; and

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**SECTION 2 – REGULATIONS, Continued****2.3. OBLIGATIONS OF THE CUSTOMER, Continued****2.3.2. Liability of the Customer**

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in Subsection A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate page of the Company, or otherwise, for any Interruption of, interference to, or other defect in any Service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or User of the Company's Services for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this Tariff including but not limited to mistakes, omissions, Interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or User contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or User and not by any act or omission of the Company. Nothing in this Tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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**SECTION 2 – REGULATIONS, Continued****2.4. CUSTOMER EQUIPMENT AND CHANNELS****2.4.1. General**

A User may transmit or receive information or signals via the facilities of the Company. The Company's Services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its Services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Tariff.

**2.4.2. Station Equipment**

- A. Terminal Equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its Terminal Equipment to the Company Point of Connection.
- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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**SECTION 2 – REGULATIONS, Continued**

**2.4. CUSTOMER EQUIPMENT AND CHANNELS, Continued**

**2.4.3. Interconnection of Facilities**

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the Channels, facilities, or equipment of others shall be provided at the Customer’s expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this Tariff may be connected to Customer-provided Terminal Equipment in accordance with the provisions of this Tariff. All such Terminal Equipment shall be registered with the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to Services provided under this Tariff only to the extent that the User is an is “End User”, as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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**SECTION 2 – REGULATIONS, Continued****2.4. CUSTOMER EQUIPMENT AND CHANNELS, Continued****2.4.4. Inspections**

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.A for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its facilities, equipment and personnel from harm.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS**

**2.5.1. Payment for Service**

- A. The Customer is responsible for the payment of all charges for facilities and Services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those Services are used by the Customer itself or are resold to or shared with other persons.
- B. The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.
- C. The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.
- D. Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring or usage based charges.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS**

**2.5.2. Billing**

- A. Company, after the initial bill for new service is rendered, shall render a bill during each billing period except when the bill has a “00” balance.
- B. Except where otherwise authorized by Commission rules, a telecommunications company may render bills on a cyclical basis if the bill is rendered on or about the same day or each month or as otherwise agreed to by the customer.
- C. If a telecommunications company does not expressly offer a preferred payment date plan, a customer shall have at least twenty-one (21) days from the rendition of a bill to pay the charges stated. If the charges remain unpaid for twenty-one (21) days from rendition of the bill such charges will be deemed delinquent.
- D. The first bill for which a customer receives service shall include a bill insert or other written notice than contains an itemized account of the charges for the equipment and service for which the customer has contracted. If a telecommunications company has a preferred payment date plan which it has expressly offered to all its customers, the charges are due on or before the due date under the plan. Charges not paid by the due date may be deemed delinquent.
- E. A telecommunications company may assess a penalty charge upon a delinquent account. Such charge shall be specifically stated in the company’s tariff.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.2. Billing, Continued**

- F. Every bill shall clearly state:
1. The number of access lines for which charges are stated;
  2. The beginning or ending dates of the billing period for which charges are stated;
  3. A statement of the date the bill becomes delinquent if not paid;
  4. Penalty fees and advance payments, if any;
  5. The unpaid balance, if any;
  6. The amount due for basic service;
  7. An itemization of the amount due for all other regulated or nonregulated service including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service;
  8. The amount due for all other regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package;
  9. An itemization of the amount due for taxes, franchise fees and other fees and/or surcharges which the telecommunications company, pursuant to its tariffs, bills to customers;
  10. The total amount due;
  11. A toll free telephone number where inquires and/or dispute resolutions may be made for each company with charges appearing on the customer's bill;
  12. The amount of any deposit, advance payments and/or interest accrued on a deposit which has been credited to the charges stated; and
  13. Any other credits and charges applied to the account during the current billing period.
- G. The amount of any deposit held by the company and the interest accrual rate shall be stated on the bill.
- H. During the first billing period in which a customer receives service, a customer must receive a bill insert or other written notice that contains an itemized account of the charges for the equipment and service for which the customer has contracted. This notice is in addition to the notice required in 4 CSR 240-33.045,

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS****2.5.3. Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for Services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable within twenty-two (22) days of the bill date, unless otherwise agreed to in advance.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which Service is provided, and Recurring Charges shall be due and payable within twenty-two (22) days of the bill date. When billing is based on Customer usage, charges will be billed monthly for the preceding billing periods.
- C. When Service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which Service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day on which the Service or facility becomes available for use. The Service Commencement Date may be postponed by mutual agreement of the parties, or if the Service or facility does not conform to standards set forth in this Tariff or the Service Order. Billing accrues through and includes the day that the Service, Circuit, arrangement or component is discontinued.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.3. Collection of Charges, Continued**

- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty-two (22) days of the bill date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due multiplied by 1.5%.
- F. The Customer will be assessed a charge of fifteen dollars (\$15.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- G. If Service is disconnected by the Company in accordance with Section 2.5.6 following, then the Company may reconnect service upon the Customer's payment of the past due balance and all applicable installation charges.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.4. Disputed Bills**

Customer inquiries or complaints regarding Service or accounting may be made in writing or by telephone to the Company at:

Preferred Long Distance, Inc.  
16830 Ventura Blvd., Ste 350  
Encino, CA 91436  
Telephone: 888.235.2026

Any objection to billed charges should be reported promptly to the Company. If after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with:

Missouri Public Service Commission  
Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360  
PSC Main Line: 1.573.751.3234  
Main Toll Free: 1.800.392.4211  
Utility Consumer Hotline: 1.800.392.4211

**2.5.5. Advance Payments**

The Company may require the Customer to make an Advance Payment before Services and facilities are furnished to safeguard its interests. The amount of the Advance Payment will be determined on a case-by-case basis and will conform to the applicable Commission regulations. Advanced Payments will be applied to each month's subsequent billing, until exhausted.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.6. Deposits**

- A. Company may require a deposit from an applicant for new Service. A deposit may be waived if, according to Company's assessment, the applicant is a satisfactory credit risk.
- B. Company may require a deposit from an existing Customer as a condition to the further provision of Service if, according to Company's assessment, the Customer has become a credit risk.
- C. Company will calculate the maximum deposit required from an applicant for Service or an existing customer by estimating the expected charges for Service for a two (2) month period. Company may adjust the amount of deposit to be held in order to maintain a two (2) month estimated amount when, according to Company's assessment, such adjustment is deemed necessary to adequately secure the account.
- D. Customer's may satisfy deposit requirements as follows:
  - 1. In cash,
  - 2. By an acceptable bank letter of credit,
  - 3. Through an acceptable third-party guarantee (Residential Service Customers only),
  - 4. Other forms of security acceptable to Company.
- E. Deposits will be refunded to Business Service Customers at the sole discretion of Company.
- F. When Service has been terminated or disconnected, Company will deduct any and all unpaid amounts from the deposit, and the difference will be refunded, if applicable.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.6. Deposits, Continued**

G. The Company will pay interest on all deposits made for the purpose of establishing credit at the percentage rate determined by the Commission, as follows:

1. Deposits 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. Records shall be kept of efforts made to return a deposit;
2. Upon discontinuance or termination, it shall be credited, with accrued interest, to the charge stated on the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of such final bill;
3. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, it shall with accrued interest be promptly refunded or credited against charges stated on subsequent bills. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by such deposit;
4. A telecommunications company shall maintain records, which show the name of each customer who has posted a deposit, the current address of such customer, the date and amount of deposit, the date and amount of interest paid and the earliest possible refund date;

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.6. Deposits, Continued**

G. Continued

5. A telecommunications company shall upon request provide within ten (10) days a receipt that contains the following information:
  1. Name of customer;
  2. Address where the service for which the deposit is required will be provided;
  3. Place where deposit was received or a designated code which identifies the location;
  4. Date when the deposit was received;
  5. Amount of the deposit; and
  6. The terms which govern retention and refund of the deposit.
6. A telecommunications company shall maintain a record of the deposit refunded and interest paid on such deposit for a period of at least two (2) years after the refund is made; and;
7. A telecommunications company shall permit a customer to post a deposit required as a condition of continued service in two (2) equal monthly installments or as otherwise agreed upon. A company may bill these installments as a line-item on customer bills.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.7. Establishment of Credit**

- A. In order to assure the proper payment of all Customer-incurred charges for service, the Company will require applicants for service and Customers to establish and maintain acceptable credit.
- B. The establishment or re-establishment of credit by an applicant or Customer will not relieve the applicant or Customer from compliance with other responsibilities, including the payment advance payments or bills, and in no way modify the provisions concerning disconnection and termination of service for failure to pay Customer-incurred charges for service rendered by the Company.
- C. The Company may refuse to furnish service to an applicant that has not paid charges for service of the same classification (residential or business) previously furnished by any telephone company until, at the option of the Company, the applicant pays any past due bill and/or makes deposit arrangements suitable to the Company.
- D. Applicants for residential service may establish credit by one of the following methods:
1. If the applicant has verifiable previous service with any telephone company for at least twelve (12) months and the payment record on the account was satisfactory, the applicant may obtain service without a deposit; or
  2. If the applicant had not paid for prior service, or the prior service had been disconnected for nonpayment within the past twelve (12) months, the Company may require a deposit prior to the connection of telephone service; or
  3. If the applicant does not have verifiable service, or if the applicant had previous service for less than twelve (12) months, the applicant will be asked to provide further credit information. The applicant will be requested to provide proof of:
    - (a) home ownership;
    - (b) employment of two (2) years or more with the current employer;
    - (c) major oil company credit card;
    - (d) major credit company;
    - (e) checking account;
    - (f) savings account;
    - (g) age of 50 years or more.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.7. Establishment of Credit, Continued**

- E. If the applicant is unable to provide affirmative responses to two of these credit criteria in section 2.5.6.D., the Company may request the applicant to furnish a deposit prior to connection of telephone service.
- F. Applicants for business service may establish credit by submitting a business credit evaluation plan.
- G. If verification of an applicant's credit is required, the Company will provide service if the applicant furnishes advance payment of both the applicable charges for connection of service and the estimated charges for the first thirty (30) days of service.
- H. If the verification of credit results in unsatisfactory credit information, the applicant will be informed of the reason or reasons for denial of credit, after which the Company may refuse to provide or continue service until the Customer provides a deposit, pursuant to section 2.5.5.
- I. An existing Customer may be required to reestablish credit by the payment or increase of a cash deposit, pursuant to section 2.5.5, when any of the following conditions occur:
  - 1. During the first twelve (12) months that a customer receives service, the Customer pays late three (3) times or has service disconnected by the Company for nonpayment two (2) times; or
  - 2. After the first twelve (12) months that the Customer has received service, the Customer has had service disconnected two (2) times by the Company or the Company provides evidence that the Customer used a device or scheme to obtain service without payment; or
  - 3. After the first twelve (12) months that a business Customer has received service, the business Customer pays late at least three (3) times during any twelve (12) month period.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.7. Establishment of Credit, Continued**

- J. Payment by a Customer of past-due bills will not, of itself, relieve the Customer from the obligation of establishing credit.
- K. A Customer may be required to reestablish credit when the nature of service furnished or the basis on which credit was established has significantly changed.
- L. If a Customer fails to reestablish credit as required by the Company, service may be disconnected no sooner than five (5) days after delivery, or eight (8) days after mailing, of written notice of intention to disconnect.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.8. Refusal or Cancellation of Service by Company**

A. Refusal of Service

The Company may refuse to establish Service if any of the following conditions exist:

1. The Applicant has an outstanding amount due for similar Services and is unwilling to make acceptable arrangements with the Company for payment; or
2. A condition exists which in the Company’s judgment is unsafe or hazardous to the Applicant, the general population, or the Company’s personnel or facilities; or
3. The Applicant is known to be in violation of the Company’s Tariffs filed with the Commission; or
4. The Applicant has failed to furnish such funds, suitable facilities, and/or rights-of-way necessary to serve the Applicant and which have been specified by the Company as a condition for providing Service;
5. Applicant falsifies his or her identity for the purpose of obtaining Service; or
6. Service is requested at an address where Service has been discontinued for non-payment of bills for any service subject to this Tariff and it is determined that the non-payment Customer or real users of the previously discontinued Service still reside at the address; or
7. The Service requested is not available for reasons cited elsewhere in this Tariff.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.8. Refusal or Cancellation of Service by Company, Continued**

**B. Discontinuance or Termination of Service, Business Customers**

1. Company reserves the right to immediately discontinue furnishing Service to Customer for the following reasons:
  - (a) nonpayment of billed and delinquent charges, deposits, deferred payments owed to the telecommunications corporation;
  - (b) abusive use of the telephone services in a manner that interferes with the service of another person;
  - (c) intentionally using the service in a manner that causes wrongful billing charges to another person;
  - (d) intentionally using the service to transmit messages or to locate a person to give or obtain information, without payment of appropriate message charges;
  - (e) using the service with fraudulent intent by impersonating someone else;
  - (f) using the service for unlawful purposes;
  - (g) tampering with or destroying company lines, equipment or other properties;
  - (h) subterfuge or deliberately furnishing false information when applying for and obtaining telephone services;

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.8. Refusal or Cancellation of Service by Company, Continued**

**B. Discontinuance or Termination of Service, Business Customers, Continued**

2. Company may discontinue service according to the following conditions upon five (5) days written notice:

- (a) For violation of Company's filed tariffs; or
- (b) For the non-payment of any proper charge as provided by Company's tariff, including one for the same class of service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer; or
- (c) When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection; or
- (d) Failure to meet or maintain the Company's credit requirements; or
- (e) If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services; or
- (f) For Customer's breach of the contract for service between the Company and Customer; or
- (g) Unauthorized resale of equipment or service.

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**SECTION 2 – REGULATIONS, Continued**
**2.5. PAYMENT ARRANGEMENTS, Continued****2.5.8. Refusal or Cancellation of Service by Company, Continued****C. Discontinuance or Termination of Service, Residential Customers**

Telecommunications service may be discontinued for any of the following reasons:

1. Nonpayment of a delinquent charge;
2. Failure to post a required deposit or guarantee;
3. Unauthorized use of telecommunications company equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
4. Failure to comply with terms of a settlement agreement;
5. Refusal after reasonable notice to permit inspection, maintenance or replacement of telecommunications company equipment;
6. Material misrepresentation of identity in obtaining telecommunications company service; or
7. As provided by state or federal law.

Prior to discontinuance, Company will send written notice by first-class mail notifying Customer of the impending discontinuance at least ten (10) days prior to the discontinuance of service. Service shall not be discontinued until ten (10) days after such notice, and basic local telephone service may not be discontinued for failure to pay charges other than basic local telephone service, nor may basic local telephone service be discontinued for failure to pay charges not subject to the jurisdiction of the Commission. Additionally, Company will make reasonable efforts to contact the customer at least 24 hours in advance prior to discontinuance of telephone service. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance, but service may not be continued on a day when the offices of Company are not available to facilitate reconnection or on a day immediately proceeding such day.

**Residential Medical Emergency.** Moreover, Applicant will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the 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 Applicant with reasonable evidence of such necessity.

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**SECTION 2 – REGULATIONS, Continued**

**2.5. PAYMENT ARRANGEMENTS, Continued**

**2.5.8. Refusal or Cancellation of Service by Company, Continued**

- D. Notice of disconnection will be conducted according to the procedures of 4 CSR 240-33.070.
  
- E. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

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**SECTION 2 – REGULATIONS, Continued****2.5. PAYMENT ARRANGEMENTS, Continued****2.5.9. Cancellation of Application for Service**

- A. Applications for Service cannot be canceled without the Company's agreement. Where the Company permits a Customer to cancel an application for Service prior to the start of Service or prior to any special construction, no charges will be imposed except for those specified below.
- B. If a Customer cancels a Service Order or terminates Services before the completion of the term for any reason whatsoever other than a Service Interruption (as set forth in Section 2.8. below), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the applicable period..

**2.5.10. Termination Liability**

The Customer's termination liability for cancellation of Service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish Service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;
- D. minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

**2.5.11. Changes in Service Requested**

If the Customer makes or requests material changes in Circuit engineering, equipment specifications, Service parameters, Premises locations, or otherwise materially modifies any provision of the application for Service, the Customer's installation fee shall be adjusted accordingly.

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**SECTION 2 – REGULATIONS, Continued****2.6. USE OF CUSTOMER’S SERVICE BY OTHERS**

Joint use arrangements will be permitted for all Services provided under this Tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the Service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue Service only from the designated Customer. Without affecting the Customer’s ultimate responsibility for payment of all charges for the Service, each joint User shall be responsible for the payment of the charges billed to it.

**2.7. TRANSFERS AND ASSIGNMENTS**

Neither the Company nor the 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:

- to any subsidiary, parent company or affiliate of the Company; or
- pursuant to any sale or transfer of substantially all the assets of the Company; or
- pursuant to any financing, merger or reorganization of the Company.

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**SECTION 2 – REGULATIONS, Continued****2.8. ALLOWANCES FOR INTERRUPTIONS IN SERVICE**

Interruptions in Service that are not due to the negligence of, or noncompliance with the provisions of this Tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.8.1 for the part of the Service that the Interruption affects.

**2.8.1. General**

- A. A credit allowance will be given when Service is interrupted, except as specified below. A Service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this Tariff.
- B. An Interruption period begins when the Customer reports a Service, facility or Circuit to be inoperative and, if necessary, releases it for testing and repair. An Interruption period ends when the Service, facility or Circuit is operative.
- C. If the Customer reports a Service, facility or Circuit to be interrupted but declines to release it for testing and repair, or refuses access to its Premises for test and repair by the Company, the Service, facility or Circuit is considered to be impaired but not interrupted. No credit allowances will be made for a Service, facility or Circuit considered by the Company to be impaired.
- D. The Customer shall be responsible for the payment of Service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the Service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2 – REGULATIONS, Continued****2.8. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued****2.8.2. Limitations of Allowances**

No credit allowance will be made for any interruption in Service:

- A. Due to the negligence of or noncompliance with the provisions of this Tariff by any person or entity other than the Company, including but not limited to the Customer;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the reasonable control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. A Service will not be deemed to be interrupted if a Customer continues to voluntarily make use of such Service. If the Service is interrupted, the Customer can get a Service credit, use another means of communications provided by the Company (pursuant to Section 2.6.3), or utilize another service provider;
- F. During any period when the Customer has released Service to the Company for maintenance purposes or for implementation of a Customer order for a change in Service arrangements;
- G. That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) days of the date that Service was affected.

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**SECTION 2 – REGULATIONS, Continued****2.8. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued****2.8.3. Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of Interruption, the Customer must pay the charges for the alternative service used.

**2.8.4. Application of Credits for Interruptions in Service**

- A. Credits for Interruptions in Service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of Service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the Interruption. Only those facilities on the interrupted portion of the Circuit will receive a credit.
- B. For calculating credit allowances, every month is considered to have thirty (30) days.
- C. No credit allowance will be given for Interruptions of less than 24 hours. A one day credit allowance will be provided for each 24 hour period of Interruption.

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**SECTION 2 – REGULATIONS, Continued****2.9. CUSTOMER LIABILITY FOR UNAUTHORIZED USE OF THE NETWORK**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's Services provided under this Tariff.

**2.9.1. Customer Liability for Fraud and Unauthorized Use of the Network**

- A. The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B. A company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or User(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C. The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D. The Customer is responsible for payment of all charges for calling card Services furnished to the Customer or to Users authorized by the Customer to use Service provided under this Tariff, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or Services obtained by the unauthorized User before notification to the Company.

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**SECTION 2 – REGULATIONS, Continued****2.10. NOTICES AND COMMUNICATIONS**

- 2.10.1.** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for Service shall be mailed.
- 2.10.2.** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for Service to which the Customer shall mail payment on that bill.
- 2.10.3.** Except as otherwise stated in this Tariff, all notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.10.4.** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

**2.11. TAXES, FEES AND SURCHARGES**

The Customer is responsible for the payment of any sales, use, gross receipts, excise or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. Company will itemize taxes and surcharges as separate line items on the Customer's bill. All charges other than taxes and franchise fees will be submitted to the Commission for prior approval.

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**SECTION 2 – REGULATIONS, Continued****2.12. MISCELLANEOUS PROVISIONS****2.12.1. Telephone Number Changes**

Whenever any Customer's telephone number is changed after a directory is published, the Company shall, upon Customer's request, intercept all calls to the former number for the time requested by the Customer and give the calling party the new number, provided existing Central Office equipment will permit and the Customer so desires.

When Service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

**2.13. ACCESS TO CARRIER OF CHOICE**

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its Customers no later than the date of submission of its first bill to the Customer. The Company should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

**2.14. MISSOURI UNIVERSAL SERVICE FUND**

**2.14.1.** Company will place on each retail end-user customer's bill a surcharge equal to the Missouri Universal Service fund percentage assessment ordered by the Commission.

**2.14.2.** The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund"

**2.14.3.** The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES**

**3.1. APPLICATION OF RATES**

**3.1.1. Types of Charges**

A. Non-Recurring Fees

1. Installation, Service Changes, Maintenance and Other Charges

(a) Line Installation Fee

The installation fee is a nonrecurring charge that applies to the installation of a new line or transfer of an existing Service to a different location.

(b) Feature Installation Fee

The addition of a vertical Service to existing equipment and/or Service at one location. Charge is per each new feature.

(c) Temporary Disconnections & Reactivation Charge

This charge applies to the restoration of service and facilities that have been suspended because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after permanent discontinuance of service, service is later reconnected. In the event of permanent discontinuance of service, other charges apply as set forth elsewhere in this Tariff. (See Section 2.5.2(G).)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.1. APPLICATION OF RATES, Continued**

**3.1.1. Types of Charges, Continued**

**B. Payment (Accounting) Fees**

1. Check by Fax
2. Late Fee
3. Return Check Fee

**C. Taxes**

**Customer Liability for Taxes, Fees, and Surcharges**

Telephone usage is subject to all federal, state, local taxes, surcharges and mandated regulatory fees including but not limited to universal service fund, universal service fund contributions and end user common line charges.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.1. APPLICATION OF RATES, Continued**

**3.1.2. Call Timing for Usage Sensitive Services**

Where charges for a Service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each Service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.2. EXCHANGE SERVICE AREAS**

The Company provides Service within the service exchanges of Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri (“AT&T”). Exchanges are listed in Section 3.20.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.3. BASIC LOCAL SERVICE****3.3.1. Local Exchange Access Lines and Trunks****A. General**

Local Exchange Access Lines and Trunks provide a Customer with analog, voice-grade telephonic communications Channels which can be used to place or receive one call at a time. Local Exchange Access Lines and Trunks provide a Customer with the ability to connect to the Company switching network which enables the Customer to:

1. place or receive calls to any calling station in the Local Calling Area;
2. access 911 and/or Enhanced 911 Emergency Service;
3. access the Interexchange Carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
4. access operator assisted Services for the Local Calling Area;
5. access directory assistance for the Local Calling Area;
6. place or receive calls to toll-free (e.g., 800, 8XX) telephone numbers;
7. access Telephone Relay Services; and
8. entitle the Customer to a directory listing of the main telephone number.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.3. BASIC LOCAL SERVICE, Continued****3.3.1. Local Exchange Access Lines and Trunks, Continued**

- B. For incoming Service, an optional hunting feature is available for multiline or multitrunk Customers which routes a call to an idle line or Trunk in a prearranged group when the called line or Trunk is busy. Where facilities permit, more than one type of optional hunting arrangement may be provided.
- C. Local Exchange Access Lines and Trunks are provided for the connection of Customer-provided wiring and FCC Part 68 approved devices.
- D. Local Exchange Access Lines and Trunks are provided on a single party (individual) basis only. No multi-party Service is offered.
- E. Service is available on a flat rate, message or measured rate basis depending on the type of Service selected by the Customer. Not all Service types (flat, message, measured) will be available in all areas.
- F. RECURRING CHARGES FOR LOCAL EXCHANGE SERVICE ARE BILLED MONTHLY IN ADVANCE. USAGE CHARGES, IF APPLICABLE ARE BILLED IN ARREARS. USAGE CHARGES MAY APPLY FOR CALLS OR MINUTES PLACED FROM THE CUSTOMER'S LINES OR TRUNKS. NO USAGE CHARGES WILL APPLY TO CALLS RECEIVED BY THE CUSTOMER. NON-RECURRING CHARGES FOR INSTALLATION OR REARRANGEMENT OF SERVICE ARE BILLED ON THE NEXT BILL IMMEDIATELY FOLLOWING WORK PERFORMED BY THE COMPANY.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES****3.4.1. Service Area Bundled Service****A. Plan 1**

Plan 1 is available only to customers subscribing to two or more lines, under two options. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

**Monthly Toll Allowance Option**

Service Charge - includes unlimited calling within Subscriber's Local Calling Area, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling per account (not per line) -- unused toll allowance is not carried forward from one month to the next; per line, per month \$36.00 (I)(T)

**Rates for Outbound Toll Usage in Excess of Monthly Allowance**

IntraLATA	\$0.099
InterLATA	\$0.099

**Monthly Toll Usage Option**

Service Charge - includes unlimited calling within Subscriber's Local Calling Area; Toll calls are subject to a per minute charge, per line, per month \$36.00 (I)(T)

**Rates for Outbound Toll Usage**

IntraLATA	\$0.059
InterLATA	\$0.059

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES**

**3.4.1. Service Area Bundled Service**

A. Plan 1

Monthly Toll Allowance Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling per account (not per line) -- unused toll allowance is not carried forward from one month to the next<sup>2,3</sup> \$32.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA	\$0.089	(I)
InterLATA	\$0.089	(I)

Monthly Toll Usage Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area; Toll calls are subject to a per minute charge. \$32.99

Rates for Outbound Toll Usage

IntraLATA	\$0.059	(N)
InterLATA	\$0.059	(N)

<sup>1</sup> This Plan is available only to customers subscribing to two or more lines under this plan.

<sup>2</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

<sup>3</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES**, Continued**3.4. BUSINESS SERVICES****3.4.1. Service Area Bundled Service**A. Plan 1

Service Charge (includes unlimited calling within Subscriber's Local Calling Area, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling per account (not per line) -- unused toll allowance is not carried forward from one month to the next<sup>2,3</sup> \$32.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA	\$0.079
InterLATA	\$0.079

<sup>1</sup> This Plan is available only to customers subscribing to two or more lines under this plan.

<sup>2</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

<sup>3</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.1. Service Area Bundled Service, Continued****B. Plan 2**

Plan 2 is available, under two options. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

**Monthly Toll Allowance Option**

Service Charge - includes unlimited calling within Subscriber's Local Calling Area, two Business Custom Calling Features, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next, per line, per month

\$43.00 (I)(T)

**Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2 3</sup>**

IntraLATA \$0.099

InterLATA \$0.099

**Monthly Toll Usage Option**

Service Charge - includes unlimited calling within Subscriber's Local Calling Area and two Business Custom Calling Features, per line, per month

\$43.00 (I)(T)

**Rates for Outbound Toll Usage**

IntraLATA \$0.059

InterLATA \$0.059

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

B. Plan 2

Plan 2 is available, under two options. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

(T)(M)  
 |  
 |  
 (T)(M)

Monthly Toll Allowance Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area, two Business Custom Calling Features, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next

\$40.50 (I)

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2 3</sup>

IntraLATA	\$0.099	(I)
InterLATA	\$0.099	(I)

Monthly Toll Usage Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area and two Business Custom Calling Features

\$40.50 (I)

Rates for Outbound Toll Usage

IntraLATA	\$0.059
InterLATA	\$0.059

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 (M)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

**B. Plan 2**

Monthly Toll Allowance Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area, two Business Custom Calling Features, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next<sup>1,2</sup> \$39.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA	\$0.089	(I)
InterLATA	\$0.089	(I)

Monthly Toll Usage Option

Service Charge - includes unlimited calling within Subscriber's Local Calling Area and two Business Custom Calling Features \$39.99

Rates for Outbound Toll Usage

IntraLATA	\$0.059	
InterLATA	\$0.059	(N)

<sup>1</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

<sup>2</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES**, Continued**3.4. BUSINESS SERVICES**, Continued**3.4.1. Service Area Bundled Service**, ContinuedB. Plan 2

Service Charge (includes unlimited calling within Subscriber's Local Calling Area, two Business Custom Calling Features, and the first 100 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next<sup>1,2</sup> \$39.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA	\$0.079
Intrastate intraLATA	\$0.079

<sup>1</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

<sup>2</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is accounted for on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.1. Service Area Bundled Service, Continued****C. Plan 3**

Plan 3 is available only to customers subscribing to two or more lines. Service Charge (includes unlimited calling within Subscriber's Local Calling Area, and the first 500 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next. Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

Initial line, per month	\$58.50	(I)(T)
Each additional line, per month	\$36.00	(I)(T)
Rates for Outbound Toll Usage in Excess of Monthly Allowance		
IntraLATA	\$0.099	
InterLATA	\$0.099	

**D. Plan 4**

Service Charge (includes unlimited calling within Subscriber's Local Calling Area, Travel Card, two Business Custom Calling Features, and up to 500 minutes of non-Travel Card outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling). Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

Per line, per month	\$57.50	(I)(T)
Rates for Outbound Toll Usage in Excess of Monthly Allowance		
IntraLATA	\$0.099	
InterLATA	\$0.099	

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

C. Plan 3

Plan 3 is available only to customers subscribing to two or more lines. Service Charge (includes unlimited calling within Subscriber’s Local Calling Area, and the first 500 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next. Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute. (T)

First line	\$55.95	(R)
Each additional line	\$33.50	(T)
Rates for Outbound Toll Usage in Excess of Monthly Allowance		
IntraLATA	\$0.099	(I)
InterLATA	\$0.099	(I)

D. Plan 4

Service Charge (includes unlimited calling within Subscriber’s Local Calling Area, Travel Card, two Business Custom Calling Features, and up to 500 minutes of non-Travel Card outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling). Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling. Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute. (T)

First line	\$54.95	(R)
Rates for Outbound Toll Usage in Excess of Monthly Allowance		
IntraLATA	\$0.099	(I)
InterLATA	\$0.099	(I)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

C. Plan 3

Service Charge (includes unlimited calling within Subscriber’s Local Calling Area, Travel Card, two Business Custom Calling Features, and up to 500 minutes of non-Travel Card outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling).<sup>1,2,3</sup> \$59.99

Rates for Non-Permitted Uses<sup>2,3,4</sup>

IntraLATA	\$0.089	(I)
InterLATA	\$0.089	(I)

D. Plan 4

Service Charge (includes unlimited calling within Subscriber’s Local Calling Area, and the first 500 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next<sup>1,2,3,4</sup> \$55.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA	\$0.089	(I)
Intrastate intraLATA	\$0.089	(I)

<sup>1</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company’s generally-applicable rates for such calling apply.

<sup>2</sup> Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling.

<sup>3</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

4. \$55.99 rate applies to the first line only; additional lines are \$32.99

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Jerome Nussbaum, President  
 16830 Ventura Blvd., Suite 350  
 Encino, CA 91436

**FILED**  
 Missouri Public  
 Service Commission  
 JL-2010-0103

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.1. Service Area Bundled Service, Continued**C. Plan 3

Service Charge (includes unlimited calling within Subscriber's Local Calling Area, Travel Card, two Business Custom Calling Features, and up to 500 minutes of non-Travel Card outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling).<sup>1,2,3</sup> \$59.99

Rates for Non-Permitted Uses<sup>2,3,4</sup>

IntraLATA \$0.079

Intrastate intraLATA \$0.079

D. Plan 4

Service Charge (includes unlimited calling within Subscriber's Local Calling Area, and the first 500 minutes of non-Travel Card combined outbound intraLATA, intrastate interLATA, and interstate interLATA toll calling -- unused toll allowance is not carried forward from one month to the next<sup>1,2,3,4</sup> \$55.99

Rates for Outbound Toll Usage in Excess of Monthly Allowance<sup>2,3</sup>

IntraLATA \$0.079

Intrastate intraLATA \$0.079

<sup>1</sup> Allowance and rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

<sup>2</sup> Unlimited calling allowance does not apply to use of service for telemarketing, dial-up internet connections, autodialing, or access to voice chat line services. If service is used for such purposes, the rates for Non-Permitted Uses will apply to all such calling.

<sup>3</sup> Outbound Toll Usage (intraLATA, intrastate interLATA, and interstate interLATA) is billed on a per call basis in one minute increments, with any portion of a usage during a call amounting to less than a minute being rounded up to the next full minute.

<sup>4</sup> \$55.99 rate applies to the first line only; additional lines are \$32.99

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

**E. Plan 5**

Monthly Service Charge	\$36.00	(I)(T)
Per Minute Rates		
Local Usage	\$0.059	
IntraLATA Toll	\$0.059	
InterLATA Toll	\$0.059	

**F. Plan 6**

Monthly Service Charge (includes Call Waiting and 3 Way Calling)	\$43.00	(I)(T)
Per Minute Rates		
Local Usage	\$0.059	
IntraLATA Toll	\$0.059	
InterLATA Toll	\$0.059	

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.1. Service Area Bundled Service, Continued**

(N)

E. Plan 5

Service Charge \$29.95

Per Minute Rates

Local Usage	\$0.059
IntraLATA Toll	\$0.059
InterLATA Toll	\$0.059

F. Plan 6

Service Charge (includes Call Waiting and 3 Way Calling) \$36.95

Per Minute Rates

Local Usage	\$0.059
IntraLATA Toll	\$0.059
InterLATA Toll	\$0.059

(N)

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Service Commission  
JL-2015-0151

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.2. Basic Local Service**

Basic Local Service includes unlimited local calling within Subscriber’s Local Calling Area

Rate per access line per month	\$32.99
--------------------------------	---------

**3.4.3. Travel Cards**

A. Travel Card usage is billed on a per call basis in one minute increments, with any portion of usage during a call amounting to less than a minute being rounded up to the next full minute.

B. Rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company’s generally-applicable rates for such calling apply.

C. Rates

Per minute	\$0.129
Access Fee, per call	\$0.650

**3.4.4. Non-Recurring Charges**

Installation Fee, first new line	\$49.99
Installation Fee, per each new feature	\$7.99 (I)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.2. Basic Local Service**

Basic Local Service includes unlimited local calling within Subscriber's Local Calling Area

Rate per access line per month	\$32.99
--------------------------------	---------

**3.4.3. Travel Cards**

A. Travel Card usage is billed on a per call basis in one minute increments, with any portion of usage during a call amounting to less than a minute being rounded up to the next full minute.

B. Rates apply to calls between points in contiguous 48 states. For calls to or from international points or other points outside of contiguous 48 states, the Company's generally-applicable rates for such calling apply.

C. Rates

Per minute	\$0.129
Access Fee, per call	\$0.650

**3.4.4. Non-Recurring Charges**

Installation Fee, first new line	\$49.99
Installation Fee, per each new feature	\$4.99

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.4. BUSINESS SERVICES, Continued**

**3.4.5. Business Custom Calling Features**

	<u>Per Use</u>	<u>Per Month</u>	
Anonymous Call Rejection		\$5.50	(I)
Billed Number Screening/Toll Restriction		No Charge	
Business Complete-A-Call		No Charge	
Call Forwarding Busy Line/Alternate Answer		\$5.50	(I)
Call Forwarding Busy Line/Don't Answer Expanded		\$5.50	
Call Forwarding Busy Line/Don't Answer IntraOffice		\$5.50	
Call Forwarding Customer Programmable		\$5.50	
Call Forwarding Don't Answer/Alternate Answer		\$5.50	
Call Forwarding Variable		\$5.50	(I)
Call Hold		\$1.95	
Call Park		\$1.95	
Call Pickup		\$1.95	
Call Queueing		\$19.95	
Call Rejection		\$5.50	(I)
Call Routing- Business only		\$9.95	
Call Routing to Number- Business only		\$12.00	
Call Trace		\$5.50	(I)
Call Trace Blocking		No Charge	
Call Transfer		\$5.50	(I)
Call Waiting		\$5.50	
Call Waiting ID		\$5.50	
Caller ID		\$5.50	
Caller ID Blocking		\$5.50	(I)
Caller ID with Privacy Blocker		\$10.95	
Carrier Access Code Blocking		No Charge	
Complete Call, per use	\$1.50		
Continuous Redial, per use	\$0.50		
Continuous Redial Blocking		No Charge	
Custom Number Services		\$300.00	
Custom-Net		No Charge	
Custom Ringing Service		\$5.50	(I)
Dial Call Waiting/Distinctive Alert		\$5.50	(I)
Dial Lock Out		\$4.95	

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.5. Business Custom Calling Features**

	<u>Per Use</u>	<u>Per Month</u>	
Anonymous Call Rejection		\$4.45	(I)
Billed Number Screening/Toll Restriction		No Charge	
Business Complete-A-Call		No Charge	
Call Forwarding Busy Line/Alternate Answer		\$4.45	(I)
Call Forwarding Busy Line/Don't Answer Expanded		\$4.45	
Call Forwarding Busy Line/Don't Answer IntraOffice		\$4.45	
Call Forwarding Customer Programmable		\$4.45	
Call Forwarding Don't Answer/Alternate Answer		\$4.45	
Call Forwarding Variable		\$4.45	(I)
Call Hold		\$1.95	
Call Park		\$1.95	
Call Pickup		\$1.95	
Call Queueing		\$19.95	
Call Rejection		\$4.45	(I)
Call Routing- Business only		\$9.95	
Call Routing to Number- Business only		\$12.00	
Call Trace		\$4.45	(I)
Call Trace Blocking		No Charge	
Call Transfer		\$4.45	(I)
Call Waiting		\$4.45	
Call Waiting ID		\$4.45	
Caller ID		\$4.45	
Caller ID Blocking		\$4.45	(I)
Caller ID with Privacy Blocker		\$10.95	
Carrier Access Code Blocking		No Charge	
Complete Call, per use	\$1.50		
Continuous Redial, per use	\$0.50		
Continuous Redial Blocking		No Charge	
Custom Number Services		\$300.00	
Custom-Net		No Charge	
Custom Ringing Service		\$4.45	(I)
Dial Call Waiting/Distinctive Alert		\$4.45	(I)
Dial Lock Out		\$4.95	

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16830 Ventura Blvd., Suite 350  
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Missouri Public  
Service Commission  
JL-2010-0502

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.5. Business Custom Calling Features**

	<u>Per Use</u>	<u>Per Month</u>
Anonymous Call Rejection		\$3.95
Billed Number Screening/Toll Restriction		No Charge
Business Complete-A-Call		No Charge
Call Forwarding Busy Line/Alternate Answer		\$3.95
Call Forwarding Busy Line/Don't Answer Expanded		\$3.95
Call Forwarding Busy Line/Don't Answer IntraOffice		\$3.95
Call Forwarding Customer Programmable		\$3.95
Call Forwarding Don't Answer/Alternate Answer		\$3.95
Call Forwarding Variable		\$3.95
Call Hold		\$1.95
Call Park		\$1.95
Call Pickup		\$1.95
Call Queueing		\$19.95
Call Rejection		\$3.95
Call Routing- Business only		\$9.95
Call Routing to Number- Business only		\$12.00
Call Trace		\$3.95
Call Trace Blocking		No Charge
Call Transfer		\$3.95
Call Waiting		\$3.95
Call Waiting ID		\$3.95
Caller ID		No Charge
Caller ID Blocking		No Charge
Caller ID with Privacy Blocker		\$10.95
Carrier Access Code Blocking		No Charge
Complete Call, per use	\$1.50	
Continuous Redial, per use	\$0.50	
Continuous Redial Blocking		No Charge
Custom Number Services		\$300.00
Custom-Net		No Charge
Custom Ringing Service		\$3.95
Dial Call Waiting/Distinctive Alert		\$3.95
Dial Lock Out		\$4.95

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Service Commission

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.5. Business Custom Calling Features, Continued**

	<b>Per Use</b>	<b>Per Month</b>	
Directed Call Pickup		\$1.95	
Do Not Disturb		\$4.95	
Easy Access		\$1.95	
Extension Mailbox- Residence & Business		\$6.95	
International Blocking		No Charge	
Last Call Return, per use	\$0.65		
Last Call Return Blocking		No Charge	
Listen Only Mailbox- Business only		\$19.95	
Long Distance Restriction		No Charge	
Message Waiting Indication-Business		No Charge	
Message Waiting Indication-Residence		No Charge	
Multi-Line Hunting		\$5.50	(I)
One Number Service		\$4.95	
Pay Per Call Restriction		No Charge	
Remote Access Forwarding (Call Following)		\$5.95	
Route to Other Number- Business only		\$12.00	
Remote Call Forward (Market Expansion Line)		\$16.00	
Scheduled Forwarding		\$6.95	
Scheduled Greetings- Business only		\$6.95	
Security Screening		\$5.50	(I)
Selective Call Forwarding		\$5.50	(I)
Selective Call Waiting		\$6.50	
Series Hunting		\$5.50	(I)
Speed Calling#		\$5.50	
Talking Call Waiting		\$5.50	
Three Way Calling		\$5.50	(I)
Three Way Calling Blocking		No Charge	
Transfer Mailbox- Residence and Business #		No Charge	
Voice Mail Mailbox- Standard #		\$13.95	(I)
Voice Mail Box Gold #		\$14.95	
Voice Mail Box Premier #		\$15.95	

# Deregulated service.

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Service Commission  
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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.5. Business Custom Calling Features, Continued**

	<b>Per Use</b>	<b>Per Month</b>	
Directed Call Pickup		\$1.95	
Do Not Disturb		\$4.95	
Easy Access		\$1.95	
Extension Mailbox- Residence & Business		\$6.95	
International Blocking		No Charge	
Last Call Return, per use	\$0.65		
Last Call Return Blocking		No Charge	
Listen Only Mailbox- Business only		\$19.95	
Long Distance Restriction		No Charge	
Message Waiting Indication-Business		No Charge	
Message Waiting Indication-Residence		No Charge	
Multi-Line Hunting		\$4.45	(I)
One Number Service		\$4.95	
Pay Per Call Restriction		No Charge	
Remote Access Forwarding (Call Following)		\$5.95	
Route to Other Number- Business only		\$12.00	
Remote Call Forward (Market Expansion Line)		\$16.00	
Scheduled Forwarding		\$6.95	
Scheduled Greetings- Business only		\$6.95	
Security Screening		\$4.45	(I)
Selective Call Forwarding		\$4.45	(I)
Selective Call Waiting		\$6.50	
Series Hunting		\$4.45	(I)
Speed Calling#		\$4.45	
Talking Call Waiting		\$4.45	
Three Way Calling		\$4.45	(I)
Three Way Calling Blocking		No Charge	
Transfer Mailbox- Residence and Business #		No Charge	
Voice Mail Mailbox- Standard #		\$12.95	
Voice Mail Box Gold #		\$14.95	
Voice Mail Box Premier #		\$15.95	

# Deregulated service.

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Encino, CA 91436

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Service Commission  
JL-2010-0502



**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.4. BUSINESS SERVICES, Continued****3.4.5. Business Custom Calling Features, Continued**

	<b>Per Use</b>	<b>Per Month</b>
Directed Call Pickup		\$1.95
Do Not Disturb		\$4.95
Easy Access		\$1.95
Extension Mailbox- Residence & Business		\$6.95
International Blocking		No Charge
Last Call Return, per use	\$0.65	
Last Call Return Blocking		No Charge
Listen Only Mailbox- Business only		\$19.95
Long Distance Restriction		No Charge
Message Waiting Indication-Business		No Charge
Message Waiting Indication-Residence		No Charge
Multi-Line Hunting		\$3.95
One Number Service		\$4.95
Pay Per Call Restriction		No Charge
Remote Access Forwarding (Call Following)		\$5.95
Route to Other Number- Business only		\$12.00
Remote Call Forward (Market Expansion Line)		\$16.00
Scheduled Forwarding		\$6.95
Scheduled Greetings- Business only		\$6.95
Security Screening		\$3.95
Selective Call Forwarding		\$3.95
Selective Call Waiting		\$6.50
Series Hunting		\$3.95
Speed Calling#		\$3.95
Talking Call Waiting		\$3.95
Three Way Calling		\$3.95
Three Way Calling Blocking		No Charge
Transfer Mailbox- Residence and Business #		No Charge
Voice Mail Mailbox- Standard #		\$12.95
Voice Mail Box Gold #		\$14.95
Voice Mail Box Premier		\$15.95

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.5. CHANGE CHARGES AND MISCELLANEOUS SERVICE CHARGES**

**3.5.1.** The following charges are assessed per line or trunk, per order:

(T)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
PIC Change Charge	\$ 8.26	N/C
Move Order	\$49.99	N/C
Telephone Number Change	\$49.99	N/C
Reactivate Suspended Service, per billing telephone number	\$49.99	N/C
Reinstate from Disconnected Service, per line	\$49.99	N/C

**3.5.2. Premises Visit**

(N)

Premise visit charges apply when a visit to the Customer's premise by a Company technician identifies a problem as either 1) no trouble found according to line testing performed at demarcation point, or 2) trouble found attributable to Customer provided equipment (CPE), or for new installations. Premise visit charges will not apply to customers subscribing to an Inside Wire Maintenance Plan.

The time period for which the Premise Visit charge is applied will commence at Company personnel's arrival at the Customer's premise and end when work is completed.

Charge Per Visit

First two hours, or any portion thereof	\$199.00
Each additional 15 minutes, or any (T) portion thereof	\$ 20.00

(N)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.5. CHANGE CHARGES AND MISCELLANEOUS SERVICE CHARGES**

The following charges are assessed per line or trunk, per order:

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
PIC Change Charge	\$ 8.26	N/C
Move Order	\$49.99	N/C
Telephone Number Change	\$49.99	N/C
Reactivate Suspended Service, per billing telephone number	\$49.99 (I)	N/C
Reinstate from Disconnected Service, per line	\$49.99 (I)	N/C

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JL-2009-0577

**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.5. CHANGE CHARGES AND MISCELLANEOUS SERVICE CHARGES**

The following charges are assessed per line or trunk, per order:

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
PIC Change Charge	\$ 8.26	N/C
Move Order	\$49.99	N/C
Telephone Number Change	\$49.99	N/C
Reactivate Suspended Service, per billing telephone number	\$39.95	N/C
Reinstate from Disconnected Service, per line	\$49.95	N/C

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.6. DIRECTORY LISTINGS; DISTRIBUTION OF DIRECTORIES**

The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of the ILEC serving the area where the Customer's premises is located. Except as provided below, such listings will be charged in accordance with the ILEC's listing service tariff schedule, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such schedules on file with the Commission that are current and effective as of the effective date of this tariff sheet. Except as provided below, subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such schedules.

Listing Fee		
Per initial listing, per month	\$5.50	(I)
Per additional listing, per month	\$5.50	(I)
Non-listed Number	\$0.99	

**3.7. NON-PUBLISHED SERVICE**

At the request of the Subscriber, the Subscriber's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies pursuant to Rule 20 of this tariff.

Non-published Service Charge (per month, per line)	\$5.50	(I)
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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.6. DIRECTORY LISTINGS; DISTRIBUTION OF DIRECTORIES**

The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of the ILEC serving the area where the Customer's premises is located. Except as provided below, such listings will be charged in accordance with the ILEC's listing service tariff schedule, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such schedules on file with the Commission that are current and effective as of the effective date of this tariff sheet. Except as provided below, subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such schedules.

## Listing Fee

Per initial listing, per month	\$2.99 (I)
Per additional listing, per month	\$3.95
Non-listed Number	\$0.99

**3.7. NON-PUBLISHED SERVICE**

At the request of the Subscriber, the Subscriber's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies pursuant to Rule 20 of this tariff.

Nonpublished Service Charge (per month, per line)	\$1.99
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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.6. DIRECTORY LISTINGS; DISTRIBUTION OF DIRECTORIES**

The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of the ILEC serving the area where the Customer's premises is located. Except as provided below, such listings will be charged in accordance with the ILEC's listing service tariff schedule, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such schedules on file with the Commission that are current and effective as of the effective date of this tariff sheet. Except as provided below, subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such schedules.

## Listing Fee

Per initial listing (per month)	\$1.99
Per additional listing (per month)	\$3.95

**3.7. NON-PUBLISHED SERVICE**

At the request of the Subscriber, the Subscriber's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies pursuant to Rule 20 of this tariff.

Nonpublished Service Charge (per month, per line)	\$1.99
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16830 Ventura Blvd., Suite 350  
Encino, CA 91436  
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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.8. DIRECTORY SERVICES AND LISTING**

**3.8.1.** Users of the company’s calling services (excluding toll-free services) may obtain assistance in determining telephone numbers by calling the Directory Assistance operator. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. Call completion may be provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided on Public Access Lines where facilities permit.

**3.8.2.** A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, as specified in this tariff, plus the charge for Directory Assistance. Non-published telephone numbers are not available from the Directory Assistance service. Directory Assistance charges are waived for Customers who have documented that they are blind or sight impaired to the Company.

Directory Assistance, per call \$1.85 (I)

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.8. DIRECTORY SERVICES AND LISTING**

**3.8.1.** Users of the company's calling services (excluding toll-free services) may obtain assistance in determining telephone numbers by calling the Directory Assistance operator. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. Call completion may be provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided on Public Access Lines where facilities permit.

**3.8.2.** A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, as specified in this tariff, plus the charge for Directory Assistance. Non-published telephone numbers are not available from the Directory Assistance service. Directory Assistance charges are waived for Customers who have documented that they are blind or sight impaired to the Company.

Directory Assistance, per call \$1.75

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.9. OPERATOR ASSISTANCE**

Basic Operator (operator handled, sent-paid station-to-station service, per call

\$2.00

Operator Station (consumer dialed 0+) collect, billed to third number, coin call, or billed to a calling card:

\$3.19

Operator Station (operator dialed 0-) collect, billed to third number, coin call, or billed to a calling card:

\$4.78

Person-to-Person (consumer dialed 0+ and operator dialed 0-) billed to a calling card:

\$5.73

Person-to-person (consumer dialed 0+) collect, billed to third number, or coin call:

\$5.73

Person-to-person (operator dialed 0-) collect, billed to third number, or coin call:

\$7.34

Busy Line Verification (BLV) and Emergency Interrupt (BLV/I)

BLV, per call

\$5.00

BLV/1, per call

\$7.50

**3.10. PAY BY PHONE FEE**

A Pay by Phone Fee applies to calls made by credit card over the telephone

Pay by Phone Fee, per call

\$1.00

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.11. 900/976 BLOCKING**

**3.11.1** The Company will, upon a Subscriber's request and where technically feasible, block calls placed from the Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers, whether directly dialed or placed through operator assisted service provided by the Company's operators. Call Blocking and Remove Call Blocking charges apply as specified below. At central offices where per-line blocking is not technically feasible, all calls to 976 and 900 numbers will be blocked.

**3.11.2.**The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the Subscriber fails or refuses to pay any charges billed by the Company for calls to such numbers, except for any charges for which adjustments have been granted. Call Blocking and Remove Call Blocking charges apply as specified below.

**3.11.3.** The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the accrued, unpaid charges to be billed by the Company for calls to such numbers at any time exceeds \$150 and the Company is unable to contact the Subscriber to assure the Subscriber's agreement to pay for such calls. Call Blocking and Remove Call Blocking charges will not apply.

**3.11.4. Rates**

Call Blocking, per line, per order	\$5.00
Remove Call Blocking, per line, per order	\$5.00

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

(T)

**3.12. PROMOTIONS**

(T)

Promotions are allowed to go into effect after 7 days prior notice to the Commission for competitive companies and after 10 days prior notice to the Commission for non-competitive companies (i.e., incumbent local exchange carriers). Promotions must be offered under tariff, and prior notification to the Commission via a tariff filing is required. Promotions must have established start and end dates and must be offered in a non-discriminatory manner. In order to offer promotions upon 7 or 10 days prior notice to the Commission, the following tariff language is strongly encouraged: Company will provide tariff notification to the Commission no less than (7) days prior to the beginning of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. Company will offer all promotions in a non-discriminatory manner.

**3.13. INDIVIDUAL CASE BASIS ARRANGEMENTS**

(T)

**3.13.1.** Individual Case Basis (“ICB”) arrangements are authorized for dedicated, non-switched, private line, special access services, and for central office based switching systems which substitute for customer premise, private branch exchange (PBX) services, provided such customer specific pricing shall be equally available to incumbent and competitive local exchange telecommunications carriers.

(T)

**3.13.2.** Centrex and private line services will be made available to customers in a non-discriminatory manner. Rates for Centrex and local exchange dedicated access, private line, non-switched, and special access services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company’s cost of providing the service and will be made available to the Commission Staff upon request on a proprietary basis. Rates may be negotiated and adjusted on Individual Case Basis (ICB)/Customer Specific Proposals (CSPs) in an exchange in which basic local telecommunications service offered to business customers by the incumbent local exchange company has been declared competitive. Terms of ICB/CSP provided to business customers will be provided on a proprietary basis to the Commission Staff, upon request.

(T)

**3.14. NUMBER INTERCEPT**

(T)

Upon changing a Customer’s telephone number, the Company will make this service known to the Customer and provide this service for a minimum of 30 days at no charge to the Customer, provided the Customer so desires.

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### **3.15. NUMBER INTERCEPT**

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

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**3.15 CALLER ID**

(T)

This feature enables the Customer to view on a display unit the Calling Party 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 at the called CPE during the first, long silent interval of the ringing cycle. Per line blocking for 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 Company:

**SECTION 3** Private, nonprofit, tax exempt, domestic violence intervention agencies  
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. Line blocking Customer 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 Customer 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 Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising either the called party will not accept calls whose CPN has been blocked or another message.

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 his equipment to perform satisfactorily with the network features described herein.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.16. CALLER ID**

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

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**3.15. CALLER ID, Continued**

(T)

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. 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.

**3.16. CALL TRACE**

(T)

Company's call trace capability is not available on a per call basis. If a Customer wishes to have this capability, they must pre-subscribe to Company's Call Tracing Service. A monthly recurring charge applies.

A Customer who pre-subscribes to Company's Call Tracing Service and wishes to attempt a Call trace must immediately after the call press \*57, and hold the line. A recording will inform the Customer if the trace was successful, and how to proceed by contacting 911 and/or the CenturyTel/Spectra Nuisance Call Bureau. The recording will provide the number of the Nuisance Call Bureau. Under no circumstances will the Customer be provided the calling number. However, the Nuisance Call Bureau will follow up with law enforcement authorities according to CenturyTel/Spectra protocol.

If serving in Embarq area Customers receiving annoying or anonymous calls may request a telephone number change which will be provided at no charge by [company's name], or the customer may utilize Call Trace on a per activation basis with an associated charge per use. Call Trace allows the customer to dial \*57 to automatically request that the following information be recorded: a) the originating telephone number b) the date and time of the call and c) 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 assist the customer. Should the customer decide to prosecute the originating party, the customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the calling party telephone number. Call Trace is a feature which must be activated through contact with company's business office.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.16. CALLER ID, Continued**

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. 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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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.16. CALL TRACE, Continued**

(T)

For AT&T Exchanges Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by company's name or (2) 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 that the following information be recorded:

- The originating telephone number;
- The date and time of the call; and
- 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 and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Company for further instructions. Activation of Call Trace never authorizes 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 be necessary to place a manual trap on the customer's telephone line.

**3.17. RESALE RESTRICTIONS**

(T)

Company's services are allowed to be resold. If the services are allowed to be resold, the tariff should state that the services are allowed to be resold only by Companies who are certificated by the Commission.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.17. CALL TRACE, Continued**

For AT&T Exchanges Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by company's name or (2) 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 that the following information be recorded:

- The originating telephone number;
- The date and time of the call; and
- 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 and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Company for further instructions. Activation of Call Trace never authorizes 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 be necessary to place a manual trap on the customer's telephone line.

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Company's services are allowed to be resold. If the services are allowed to be resold, the tariff should state that the services are allowed to be resold only by Companies who are certificated by the Commission.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued**

**3.18. COMPANY AND CUSTOMER RIGHTS AND RESPONSIBILITIES (T)**

Rule 4 CSR 240-3.555, requires that Company prepare a statement which in layman’s terms describes the rights and responsibilities of the Company and its Customers, and such statement shall appear in the telephone directory or may be mailed or otherwise delivered to new and existing customers.

***Rights and Responsibilities of Missouri Residential Telephone Customer***

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. Company provides basic local, and long distance telephone service. Company may require a deposit or advance payments for service. Payment in full is due within (22) days of the date of the bill. If we do not receive your payment within 22 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 Preferred Long Distance, Inc. or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call Preferred Long Distance, Inc. immediately at 888.235.2026. By doing this, you may avoid having your phone service suspended or disconnected.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.19. COMPANY AND CUSTOMER RIGHTS AND RESPONSIBILITIES**

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***Rights and Responsibilities of Missouri Residential Telephone Customer***

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. Company provides basic local, and long distance telephone service. Company may require a deposit or advance payments for service. Payment in full is due within (22) days of the date of the bill. If we do not receive your payment within 22 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 Preferred Long Distance, Inc. or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call Preferred Long Distance, Inc. immediately at 888.235.2026. By doing this, you may avoid having your phone service suspended or disconnected.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.18. COMPANY AND CUSTOMER RIGHTS AND RESPONSIBILITIES, (T)**  
Continued***Disconnection or Suspension of Telephone Service***

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

- 1) Nonpayment of an undisputed delinquent account.
- 2) Failure to post a required deposit or guarantee
- 3) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- 4) Failure to comply with the terms of a settlement agreement.
- 5) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- 6) Misrepresentation of the identity in obtaining telephone utility service.
- 7) As provided by federal and state law.

***Reconnection of Service***

After local telephone service has been disconnected, (Company name) will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- 1) Payment for all undisputed amounts must be received by (Company name) or its authorized agent.
- 2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.
- 3) (Insert additional wording here, e.g. deposit, if required)

***Procedure for Handling Inquiries and Complaints***

Telephone inquiries may be directed to (Company name) at (phone number). Written inquiries may be directed to (Company name and address).

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

If (Company name) cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor's Office Building, 200 Madison Street, P.O. Box 360, Jefferson City, Missouri 65101. If (Company name) cannot resolve your complaint, you may call the Missouri Public Service Commission at 800-392-4211 to file an informal complaint.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.19. COMPANY AND CUSTOMER RIGHTS AND RESPONSIBILITIES, Continued*****Disconnection or Suspension of Telephone Service***

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

- 1) Nonpayment of an undisputed delinquent account.
- 2) Failure to post a required deposit or guarantee
- 3) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- 4) Failure to comply with the terms of a settlement agreement.
- 5) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- 6) Misrepresentation of the identity in obtaining telephone utility service.
- 7) As provided by federal and state law.

***Reconnection of Service***

After local telephone service has been disconnected, (Company name) will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- 1) Payment for all undisputed amounts must be received by (Company name) or its authorized agent.
- 2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.
- 3) (Insert additional wording here, e.g. deposit, if required)

***Procedure for Handling Inquiries and Complaints***

Telephone inquiries may be directed to (Company name) at (phone number). Written inquiries may be directed to (Company name and address).

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

If (Company name) cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor's Office Building, 200 Madison Street, P.O. Box 360, Jefferson City, Missouri 65101. If (Company name) cannot resolve your complaint, you may call the Missouri Public Service Commission at 800-392-4211 to file an informal complaint.

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.19. LOCAL EXCHANGE SERVICE AREAS**

EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC
Adrian	A	Advance	A	Agency	A	Altenburg	A
Antonia (S4)	A	Archie (K5)	A	Argyle*	A	Armstrong	A
Ash Grove (P2)*	A	Beaufort	A	Bell City	A	Belton (K2)*	DM2
Benton	A	Billings (P2)	A	Bismarck	A	Bloomfield	A
Bloomsdale	A	Blue Spgs. (K2)*	DM2	Bonne Terre	B	Boonville	B
Bowling Grn.*	A	Bridgeton (S2)*	DM2	Brookfield*	A	Camdenton	B
Campbell*	A	Cape Girardeau	B	Cardwell	A	Carl Junction	A
Carrollton*	A	Carthage*	B	Caruthersville	A	Cedar Hill (S5)	B
Center*	A	Chaffee	A	Charleston	A	Chstrfld. (S3)	B
Chillicothe*	B	Clarksville	A	Clever (P2)	A	Climax Spgs.*	A
Creve Cr. (S2)*	DM2	Deering	A	DeKalb	A	Delta	A
DeSoto (S5)	B	Dexter	B	Downing*	A	E. Indpdn. (K2)*	DM2
East Prairie	A	Edina*	A	Eldon	B	Elsberry	A
Essex	A	Eureka (S4)	B	Excelsior (K4)	B	Fair Grv. (P1)*	CM
Farley (K3)*	A	Farmington	B	Fayette	A	Fenton (S3)	B
Ferguson (S1)*	DM1	Festus (S5)	B	Fisk	A	Flat River	B
Florissant (S2)*	DM2	Frankford	A	Fredericktown*	A	Freeburg*	A
Fulton*	B	Gideon	A	Gladstone (K1)	DM1	Glasgow	A
Grain. Vly. (K3)	A	Gravois Mills	B	Gray Smt. (S5)	A	Greenwd. (K3)	B
Hannibal*	B	Harvester (S4)	B	Hayti	A	Herculnm. (S4)	A
Higbee	A	High Rdg. (S4)	B	Hillsboro (S5)	A	Holbomb	A
Hornersville	A	Imperial (S3)	B	Indepdnc. (K1)*	DM1	Jackson	B
Jasper*	A	Joplin	B	Kansas City*	DP	Kennett	B
Kirksville*	B	Kirkwood (S2)*	DM2	Knob Noster*	B	Ladue (S1)*	DM1
Lake Ozark	B	Lamar*	A	LaMonte*	A	Lancaster*	A
Leadwood	A	Lee's Smt. (K2)*	DM2	Liberty (K2)*	DM2	Lilbourn	A
Linn*	A	Lockwood*	A	Louisiana	A	Macks Creek*	A
Malden	A	Manchstr. (S3)	B	Marble Hill*	A	Marceline*	A
Marionvl. (P2)*	A	Marshall*	B	Marston	A	Maxville (S3)	B

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**SECTION 3 – DESCRIPTION OF LOCAL SERVICES AND RATES, Continued****3.19. LOCAL EXCHANGE SERVICE AREAS, Continued**

EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC
Mehlville (S1)*	DM1	Meta*	A	Mexico*	B	Moberly	B
Monett	B	Mntgmry. City	A	Morehouse	A	Nashua (K2)*	DM2
Neosho*	B	Nevada	B	New Franklin	A	New Madrid	A
Nixa (P1)	CM	Oak Ridge	A	Oakville (S2)*	DM2	Old Appleton	A
Oran	A	Overland (S1)*	DM1	Pacific (S5)	B	Parkville (K1)*	DM1
Patton*	A	Paynesville	A	Perryville	B	Pierce City	A
Pocohontas	A	Pond (S4)	B	Poplar Bluff	B	Prtg. Sioux (S3)	*A
Portageville	A	Puxico*	A	Qulin	A	Raytown (K1)*	DM1
Republic (P1)	CM	Rchmnd. (K5)*	B	Richwoods*	A	Risco	A
Riverview (S1)*	DM1	Rogersvl. (P1)*	CM	Rushville	A	St. Charles (S3)	B
St. Clair*	B	St. Joseph	B	St. Louis*	DP	St. Marys	B
Ste. Genevieve	B	San Antonio	A	Sappngtn. (S1)*	DM1	Scott City	A
Sedalia *	B	Senath	A	Sikeston	B	Slater	A
Smithvl. (K-3)	A	South KC (K1)*	DM1	Spnsh. Lk. (S2)*	DM2	Springfield*	CP
Stanberry*	A	Strafford (P1)*	CM	Tfny. Sgs. (K2)*	DM2	Trenton	A
Tuscumbia	A	Union	B	Vly. Park (S3)	B	Versailles*	A
Vienna*	A	Wlnt. Grv. (P2)*	A	Wardell	A	Ware (S5)	A
Washington*	B	Webb City	B	Wbstr. Gr. (S1)*	DM1	Wellsville*	A
Westphalia*	A	Wyatt	A				
Rate Class A			A				
Rate Class B			B				
Rate Class C-Principle			CP				
Rate Class C-Metropolitain			CM				
Rate Class D-Principle			DP				
Rate Class D-Metropolitan 1			DM1				
Rate Class D-Metropolitan 2			DM2				

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**SECTION 4 – DESCRIPTION OF INTEREXCHANGE SERVICES AND RATES,**

Continued

**4.3. PROMOTIONS**

Promotions are allowed to go into effect after 7 days prior notice to the Commission for competitive companies and after 10 days prior notice to the Commission for non-competitive companies (i.e., incumbent local exchange carriers). Promotions must be offered under tariff, and prior notification to the Commission via a tariff filing is required. Promotions must have established start and end dates and must be offered in a non-discriminatory manner. In order to offer promotions upon 7 or 10 days prior notice to the Commission, the following tariff language is strongly encouraged: Company will provide tariff notification to the Commission no less than (7) days prior to the beginning of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. Company will offer all promotions in a non-discriminatory manner.

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**SECTION 4 – DESCRIPTION OF INTEREXCHANGE SERVICES AND RATES,**  
Continued**4.2. INTEREXCHANGE TELECOMMUNICATIONS SERVICES**

- 4.2.1.** Company provides switched access interexchange telecommunications Services, which allow a Customer to establish a communications path between two stations by using uniform dialing plans.
- 4.2.2** **Outbound “1+” Service** is a switched access Service offering outbound long distance telecommunications Services from points originating and terminating in the State of Texas. Company’s **Outbound “1+” Service** is offered under a direct billing option or a local exchange carrier billing option. The local exchange carrier billing option offers the convenience of Company Service charges appearing on the Customer’s presubscribed local exchange carrier bill.
- 4.2.3.** **Directory Assistance** is provided by the Company’s underlying carrier to Subscriber’s of record. The Customer may access the underlying carrier’s Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such Service by Company, except as stated in this Tariff.
- 4.2.4.** **Toll Free Service** is a switched access Service offering inbound, toll free, long distance telecommunications Services from points originating and terminating in the State of Texas. This Service enables the caller to contact the Customer without incurring toll charges, through the use of an assigned “800, 866, 877” or other designated Toll-Free Number. The Customer pays for the call. Company will participate in porting toll-free numbers only if the account balance is zero and all undisputed charges incurred as a result of the toll-free number have been paid.
- 4.2.5.** **Travel Card Service** permits the caller to charge the principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch-tone phone in the United States by dialing a toll free number and entering a personal identification code, followed by the desired telephone number. Calling Card calls appear on the Customer’s monthly long-distance bill.

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**SECTION 4 – DESCRIPTION OF INTEREXCHANGE SERVICES AND RATES,**  
Continued**4.3. Preferred Long Distance Interexchange Service****4.3.1. Preferred Long Distance Outbound “1+” Service, direct billing**

	<b>Per Minute</b>	<b>Per Month</b>
Per Account, Monthly		\$7.95
1 Plus Intrastate Long Distance		
Instate IntraLATA and InterLATA	\$0.089	

**4.3.2. Preferred Long Distance Outbound “1+” Service, local exchange carrier billing**

Per Account, Monthly		\$12.95
1 Plus Intrastate Long Distance		
Instate IntraLATA and InterLATA	\$0.089	

**4.3.3. Inbound 800 Intrastate Long Distance**

Per Toll Free Number, Monthly		\$2.00
Intrastate InterLATA and interLATA	\$0.089	

**4.4. Directory Assistance**

Directory Assistance, per call		\$1.85
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**4.5. Suspended Service Reactivation Charge**

A Customer who's Service has been suspended, may request Service reconnection following resolution of the circumstance(s) resulting in suspension. A non-recurring reconnection charge applicable to each Customer account applies.

Suspended Service Reactivation Charge, per reconnection, per billing telephone number	\$49.99
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**SECTION 4 – DESCRIPTION OF INTEREXCHANGE SERVICES AND RATES,**  
Continued

(N)

**4.3. Preferred Long Distance Interexchange Service**

	<b>Per Minute</b>	<b>Per Month</b>
<b>4.3.1. Preferred Long Distance Outbound “1+” Service, direct billing</b>		
Per Account, Monthly		\$7.95
1 Plus Intrastate Long Distance		
Instate IntraLATA and InterLATA	\$0.089	
<b>4.3.2. Preferred Long Distance Outbound “1+” Service, local exchange carrier billing</b>		
Per Account, Monthly		\$12.95
1 Plus Intrastate Long Distance		
Instate IntraLATA and InterLATA	\$0.089	
<b>4.3.3. Inbound 800 Intrastate Long Distance</b>		
Per Toll Free Number, Monthly		\$2.00
Intrastate InterLATA and interLATA	\$0.089	
<b>4.4. Directory Assistance</b>		
Directory Assistance, per call		\$1.85
<b>4.5. Suspended Service Reactivation Charge</b>		

A Customer who’s Service has been suspended, may request Service reconnection following resolution of the circumstance(s) resulting in suspension. A non-recurring reconnection charge applicable to each Customer account applies.

Suspended Service Reactivation Charge, per reconnection, per billing telephone number

\$19.99

(N)

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## SECTION 5 – ACCOUNT FEES AND SURCHARGES

### 5.1. REGULATORY ASSESSMENT FEE

Customers will be assessed a monthly Regulatory Assessment Fee. The Regulatory Assessment Fee permits the Company to recover the costs associated with access charges, taxes, and the expenses associated with regulatory matters and is applied each month in which the Customer has calling charges.

Regulatory Assessment Fee, per account, per month	\$0.63
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### 5.2. ILEC BILL STATEMENT FEE

Customers may elect to have the convenience of Company billing appearing on the Customer's incumbent local exchange carrier invoice. If customer does not elect to receive incumbent local exchange carrier billing, no ILEC Bill Statement Fee applies.

ILEC Bill Statement Fee, per account, per month	\$0.12
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### 5.3. COST RECOVERY FEE

Customers will be assessed a monthly Cost Recovery Fee. The Cost Recovery Fee permits the Company to recover a portion of the costs charged by local telephone company to process intrastate and local calls.

Cost Recovery Fee, per account, per month	\$0.09
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(N)

(N)

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