

Exhibit No. _____
Issues:
Witness: Mark D. Harper
Type of Exhibit: Surrebuttal Testimony
Party: Sprint Missouri, Inc.
Case No. IO-2003-0281

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

In the Matter of the Investigation)
Of the State Of Competition in the)
Exchanges of Sprint Missouri, Inc.)

Case No. IO-2003-0281

SURREBUTTAL TESTIMONY

OF

Mark D. Harper

ON BEHALF OF
SPRINT MISSOURI, INC.

FILED

AUG 06 2003

Missouri Public
Service Commission

July 7, 2003

Exhibit No. 4
Case No(s). IO-2003-0281
Date 7-14-03 Rptr RL

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

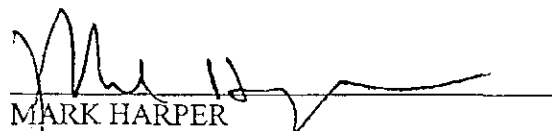
In the Matter of the Investigation of the)
State of Competition in the Exchanges of) Case No. IO-2003-0281
Sprint Missouri Inc.)

AFFIDAVIT OF


STATE OF KANSAS)
) ss:
COUNTY OF JOHNSON)

I, Mark Harper, being of lawful age and duly sworn, dispose and state on my oath the following:

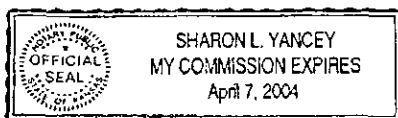
1. I am presently Director, State Regulatory Affairs External Affairs for Sprint Missouri, Inc.
2. I have participated in the preparation of the attached Surrebuttal Testimony in question and answer form to be presented in the above entitled case;
3. The answers in the attached Surrebuttal Testimony were given by me; and,
4. I have knowledge of the matters set forth in such answers and that such matters are true and correct to the best of my knowledge and belief.


MARK HARPER

Subscribed and sworn to before me on this 2nd day of July, 2003.


NOTARY PUBLIC

My Appointment Expires:



1 **Q. Please state your name, title and business address.**

2 **A. My name is Mark D. Harper. My business address is 6450 Sprint Parkway,**
3 Overland Park, KS, 66251.

4
5 **Q. Are you the same Mark D. Harper that filed Direct Testimony in this case on**
6 **April 25, 2003?**

7 **A. Yes I am.**
8

9 **Q. What is the purpose of your Surrebuttal Testimony in this Case?**

10 **A. I will address the status of state wide competition for certain services in response**
11 to the rebuttal testimony of Adam McKinnie on behalf of the Missouri Public
12 Service Commission Staff (Staff), Ms. Barbara Meisenheimer on behalf of the
13 Office of Public Counsel (OPC), and Richard Taylor on behalf of Fidelity
14 Communications I (Fidelity).

15
16 **Q. As a preliminary matter, have you made any changes to the list of services**
17 **for which you are requesting statewide competitive status?**

18 **A. Yes, Sprint is not requesting the services contained in Section 7 of its Access**
19 Tariff, generally known as Special Access, be deemed competitive at this time.
20 This change has also been noted in the specific list of services and tariffs
21 contained in the Surrebuttal Testimony of John Idoux. This change does not
22 affect the remainder of the dedicated services in my Direct Testimony.

23

1 **Q. Please summarize the positions of the other parties concerning Sprint's**
2 **request for competitive status of certain statewide services.**

3 **A. Of the parties that took specific positions, there was wide agreement in support of**
4 Sprint's request with limited exceptions. No parties opposed the finding of
5 competitive status for the following categories of services: (a) MTS¹ and WATS;
6 (b) dedicated services, with the exception of special access; (c) Line Information
7 Data Base (LIDB); and (d) Speed Calling. Parties only objected to Sprint's
8 request for a finding of statewide competition for Directory Assistance, Local
9 Operator Assistance and Centrex services.²

10

11 **Q. Beginning with Mr. McKinnie's Rebuttal Testimony, please summarize**
12 **Staff's position, as you understand it, with respect to the competitive status**
13 **for the statewide services that were addressed in your direct testimony.**

14 **A. Mr. McKinnie agrees that the following Sprint services face effective statewide**
15 competition and should be deemed competitive on a statewide basis in this
16 docket:

- 17 • MTS service;
- 18 • WATS service;
- 19 • Centrex service;
- 20 • Dedicated Services;
- 21 • Common Channel Signaling/SS7 and Line Information Database; and

¹ OPC supported MTS except for unlimited toll plans of which Sprint has none in its MTS tariff today.
² AT&T witness Matt Kohly also took issue with Special Access service but Sprint has altered its request to exclude these services at this time.

- 1 • Speed Call 8/Speed Call 30

2

3 **Q. Of the services you have identified as being competitive in your Direct**
4 **Testimony, did Staff have a different recommendation?**

5 **A.** Yes, Staff has indicated that they do not agree that the following Sprint services
6 should be deemed competitive for Sprint in Missouri on a statewide basis:

- 7 • Local Operator Services (with qualification)³
8 • Directory Assistance Services

9

10 **Local Operator/Directory Assistance**

11 **Q. With respect to the Local Operator and Directory Assistance services, Ms.**
12 **Meisenheimer of OPC,⁴ Mr. McKinnie of the Staff⁵ and Richard Taylor of**
13 **Fidelity for Directory Assistance⁶ conclude that these services do not face**
14 **competition on a statewide basis. Please comment.**

15 **A.** For Local Operator Services, while OPC disagrees, the Staff concedes that these
16 services should be deemed competitive, but in only those Sprint exchanges where
17 the local access line is also found to be competitive which is consistent with the
18 Staff recommendation and Commission ruling in the SWBT competition docket.⁷
19 For Directory Assistance, however, Staff suggests that these services should not

³ Staff offers qualified support for finding Local Operator Services as competitive, but only in those exchanges where the local basic service is also deemed competitive. See McKinnie rebuttal, pg. 11, Ln. 8-10.

⁴ Rebuttal testimony of Barbara Meisenheimer, pg. 25, lines 2-4.

⁵ Rebuttal testimony of Adam McKinnie, pg. 10, lines 10-17; pg. 11, lines 15-21.

⁶ Mr. Taylor does not dispute Sprint's recommendation for services other than DA and Centrex, Rebuttal Testimony of Richard Taylor, pg. 9, lines 199 – 201.

⁷ Case No. TO-2001-467

1 be deemed competitive in any of Sprint's exchanges.⁸ While consistency is not
2 required, in the SBC Competition Docket, the Commission found that although
3 not competitive on a statewide basis, Directory Assistance was competitive in
4 those exchanges for which basic local exchange services had been deemed
5 competitive.

6
7 Nevertheless, this approach dismisses the points made in my Direct Testimony
8 regarding (a) substitutability of services and (b) the availability of multiple
9 providers on a statewide basis for these services. Staff, OPC and Fidelity all fail
10 to recognize that substitutability of service does not require that services be
11 identical, or merely priced the same (or nearly the same). To be comparable,
12 services must meet the same need or demand in the user's mind. Sprint witness
13 Brian Staihr further addresses substitutability in his Surrebuttal Testimony. For
14 example, finding a number through one of the many search engines on the
15 Internet is quite different in form and price than calling a Sprint operator;
16 however, the end result is the same. In both cases, one ends up with the desired
17 telephone number and, in the case of the Internet, an address and driving direction
18 all for free.⁹

19
20 As previously shown in my direct testimony in this case, there are multiple
21 suppliers of Operator and Directory Assistance services available to Sprint's

⁸ Ibid. pg. 28, Ln. 11, Rebuttal Testimony of Richard Taylor, pg. 9, lines 204 – 207.

⁹ "An added benefit of Internet directory assistance (IDA) web sites is that the overwhelming majority of them are free of charge. In addition to this, IDA listings also provide maps, driving directions, and

1 customers and the provisioning of these services by one carrier -- as opposed to
2 provision by another carrier -- is not tied to the provider of the basic access line.
3 These services are functionally equivalent or substitutable for the services offered
4 by Sprint. Further, many of these services are also offered with better rates than
5 those provided by Sprint.
6

7 **Q. Please explain further how customers could learn of and use Local Operator**
8 **Services of providers others than their basic access line provider.**

9 **A.** Clearly, as shown in detail in my Direct Testimony, there are multiple suppliers of
10 Local Operator Services that are available to customers today in Missouri,
11 regardless of the carrier who provides the local access line dial tone. Access to
12 these competitive alternatives and providers is easily communicated to consumers
13 by Sprint's competitors and savvy Missouri consumers learn of these alternatives
14 and utilize them. As I pointed out in my Direct Testimony, Operator Services are
15 being provided by facilities based IXC's such as AT&T and MCI. This is
16 particularly relevant because Sprint's customers must use these IXC's for their
17 interLATA calling and the majority of Sprint's local customers use a carrier other
18 than Sprint for their intraLATA calling and are therefore familiar with these
19 providers. Further, IXC's issue calling cards to their customers for use in traveling
20 and accessing operator services. These services are also provided by resale and
21 switched-based CLECs and specialized Operator Service providers that use their
22 own facilities to directly connect end-user consumers. Pay telephone providers,

sometimes, even a link to the entity being searched." U.S. Directory Assistance Services Industry,

wireless carriers¹⁰ and others offer such services. Sprint would point out that not only do the publicly available Missouri tariffs filed by a number of local and toll telecommunications competitors clearly demonstrate that these alternatives do, indeed, exist here in Missouri, but the options I previously outlined in my pre-filed direct testimony are also viable alternatives for consumers.¹¹

Q. With respect to Directory Assistance Services, what is your reaction regarding OPC's, Staff's and Fidelity's assumption that these services do not face effective competition in any of Sprint's exchanges in Missouri?

A. Ms. Meisenheimer believes that these services are tied to local service provision as does Mr. Taylor.¹² Mr. McKinnie states in his Rebuttal Testimony that he feels I have not provided sufficient evidence to justify the fact that these services are highly competitive.¹³

Frost & Sullivan, 2002, pg. 6.

¹⁰ "In today's increasingly mobile world, wireless phones are cemented in our society. People use them in transit, at work, at supermarkets, at malls, and unfortunately, at movie theaters. With wireless phones being so omnipresent, it makes sense that people would feel comfortable using them for directory assistance searches." U.S. Directory Assistance Services Industry – 2002, Frost & Sullivan, 2002, pg. 7.

¹¹ At pg. 15, lines 4-8 in his rebuttal testimony, Mr. McKinnie states that Sprint has not provided any evidence that IXCs or others offer comparable directory assistance or operator services in Missouri. Although I provided this information in my direct testimony beginning at pg. 20, and in detail in Schedule 5 in my direct testimony, Mr. McKinnie remains skeptical. Therefore, I am attaching hereto, as Schedule MDH-1, copies of some of the current tariffs of Sprint's competitors in Missouri that will provide further evidence that comparable services are, indeed, being provided in Missouri by competitors.

¹² Rebuttal testimony of Barbara Meisenheimer, pg. 25, lines 2-4. Rebuttal testimony of Richard Taylor, pg 9. In. 204 – 207.

¹³ Rebuttal testimony of Adam McKinnie pg. 11. Ln. 15-16

1 The position of the parties is contrary to that of other regulatory bodies, including
2 the FCC.¹⁴ Competition does, indeed, exist for Directory Assistance. These
3 services have already been found to be competitive in a number of states,
4 including states like Kansas, Iowa, and Pennsylvania.¹⁵

5
6 **Q. In his Rebuttal Testimony at page 12, Mr. McKinnie says that the dramatic**
7 **decrease in Directory Assistance call volumes Sprint has experienced in**
8 **Missouri are not indicative of the pressures of competition. Can you**
9 **respond?**

10 **A.** Absent a showing otherwise, the significant drop in call volumes¹⁶ since 1998 that
11 totals 36 percent clearly demonstrates that consumers are aware of the many
12 alternatives that exist, they are exercising those options, and competitors are
13 therefore having an impact on these services for Sprint. Mr. McKinnie admits that
14 he does not know why Sprint's Directory Assistance volumes are decreasing, but
15 then he postulates that it cannot be due to competitive loss¹⁷ despite the
16 concurrent rise in competitive alternatives. However, Staff remains unconvinced
17 and unsure as to what exactly may be causing this drop in Sprint's Directory
18 Assistance call volumes. They choose instead to attribute it to something other
19 than competition.¹⁸

¹⁴ In the Matter of Implementation of the Local Competition Provisions of the Telecommunications Act of 1996, Third Report and Order, FCC 99-238, ¶¶ 438-464, November 5, 1999.

¹⁵ For Kansas Directory Services were found to be competitive in Docket No. 01-SWBT-932-MIS, Order dated June 12, 2001; in Iowa Docket Nos. INU-00-3, WRU-99-8-272, and WRU-00-88-272 dated February 23, 2001; and in Pennsylvania in Docket P-00001850 dated April 3, 2001.

¹⁶ Sprint also provided Staff full details regarding this significant drop in call volumes in a data request response deemed Highly Confidential. Staff DR No 2625, dated May 27, 2003.

¹⁷ Ibid. pg. 12, Ln. 15-18

¹⁸ Ibid. pg. 12, Ln. 15-18

1
2 In order to satisfy Staff's need for additional proof of customers' use of
3 alternative services and providers; it would require monitoring of customers'
4 actual use of these alternative sources and/or obtaining information directly from
5 the competitive providers themselves. Sprint cannot be expected to obtain or
6 provide such information. Customers' usage of the services provided over the
7 internet, wireless providers or other alternatives outside of the Sprint network
8 simply cannot be identified. Further, even if Sprint sought such information in
9 Missouri from its competitors, it is highly doubtful that they would provide such
10 sensitive marketing data to Sprint. This is particularly true as many of the
11 alternative providers are outside the jurisdiction of the Commission.

12
13 **Q. On page 15 of his Rebuttal Testimony Mr. McKinnie states that he does not**
14 **feel that the use of the many alternative directory listing services shown in**
15 **your direct testimony that are available via the Internet are valid competitive**
16 **factors for the Commission to consider. What is your comment?**

17 **A.** Services that I presented in my Direct Testimony are available to consumers via
18 the Internet upon demand and, for the most part, primarily provided without
19 charge, are well known to consumers and it is common knowledge that these
20 services exist. Use of the Internet is growing and is being utilized for these
21 alternative services such as Directory Assistance.¹⁹ As demonstrated in a number

¹⁹ "An increasing number of business and residential end-users are utilizing the Internet for a variety of purposes. Internet usage has expanded manifold over the last three years due mainly to the increasing customer demand for information services and a continuous decline in Internet subscription rates." U. S. Directory Assistance Services Marketing, Frost & Sullivan, 1999, pg. 4-5.

1 of public documents, this fact is well established and its growth can be supported,
2 even in rural areas such as those which Sprint serves in Missouri.²⁰ In Missouri,
3 for example, as of 2001, more than 50 percent of the population uses the Internet
4 in some manner, and this usage is growing.²¹ As ruled in the SBC Competition
5 Case (Case No. TO-2001-467), this Commission must include a review of all
6 relevant factors, including the fact that many services traditionally offered by
7 ILECs are now being offered by alternative providers not regulated by the
8 Commission. As the facts support, use of the Internet is growing, and along with
9 that growth will be the availability and use of numerous alternative directory
10 listing and phone number locating tools available on the Web. Recent studies
11 indicate that in Missouri between 54 percent and 60 percent of the population
12 utilize the Internet in some fashion²² and this number of users continues to grow.
13 Sprint suggests that the Commission recognize this powerful competitive tool and
14 grant its request for statewide competitive status for Local Operator and Directory
15 Assistance services.

16
17 **Q. In his Rebuttal Testimony, Mr. McKinnie uses an example to demonstrate**
18 **how a customer would access directory assistance for Sprint. Do you have a**
19 **comment?**

²⁰ "Over the 1998 to 2001 period, growth in Internet use among people living in rural households has been at an average annual rate of 24 percent, and the percentage of Internet users in rural areas (53 percent) is now almost even with the national average (54 percent)." A Nation Online: How Americans Are Expanding Their Use of the Internet, National Telecommunications and Information Administration/Economics and Statistics Administration, 2002, pg. 4.

²¹ Ibid. pages 6 and 10.

²² Ibid. Table 1-1, pg. 10.

1 A. Yes. In his examples, beginning on line 11 on page 13, Mr. McKinnie attempts to
2 demonstrate that a Sprint local end-user is somehow tied to Sprint's local
3 directory and operator services. The primary problem underlying his argument is
4 that he has predicated his entire analysis on the assumption that the Sprint local
5 customer has no knowledge of their options for Directory Assistance alternatives.
6 As I stated earlier, Sprint's Missouri customers have many alternatives and either
7 have or can easily obtain knowledge of competitive alternatives.

8

9 **Centrex Services**

10 **Q. Mr. Taylor, on the behalf of Fidelity, on Page 10 of his Direct Testimony**
11 **takes exception to the competitive classification of Centrex services. How do**
12 **you respond?**

13 A. It appears that Mr. Taylor bases his exception on two points. First, that Centrex
14 service includes dial tone and second, that Sprint does not lose all service to a
15 customer that purchases a PBX. It is undeniable that business customers gain dial
16 tone through the purchase of Centrex services and that when replaced with a PBX
17 they will still need dial tone from a carrier. Neither point, however, addresses
18 whether Sprint's Centrex services face competition on statewide basis. The
19 inclusion of dial tone does not make the determining factors under statute any
20 different. PBX and Centrex services are alternative ways of accomplishing the
21 calling needs of business customers and as such Centrex service pricing must be
22 competitive. A PBX replicates the features and on premises switching
23 functionality, at a minimum, including in Centrex Service via the LEC switching

1 center. Further, in the instances where a CLEC is not chosen by the customer to
2 provision dial tone the fact that Sprint would retain some service does not make
3 Centrex Service less competitive. Clearly, the necessity of some type of
4 connection to the network for a PBX did not discourage the Legislature from
5 granting statewide ICB pricing freedom for Centrex. PBX trunks remain
6 regulated under price caps in all exchanges except those deemed as competitive.

7

8 **Q. Does this conclude your Surrebuttal Testimony?**

9 **A. Yes.**

Missouri CLEC/IXC Directory Assistance/Operator Services Tariffs

MCI WORLDCOM COMMUNICATIONS INC.

MO PSC TARIFF NO. 3
ORIGINAL TITLE PAGE

Missouri Public
Service Commission

REC'D SEP 09 1999

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLICABLE TO
COMMUNICATIONS SERVICES WITHIN
THE STATE OF MISSOURI

NOTE: This tariff, when effective, will cancel and supersede all other tariffs listed below that were issued and effective prior to the effective date shown on the individual pages of this tariff. Those tariffs are:

1. WorldCom Technologies, Inc. Missouri P.S.C. Tariff No. 1

Missouri Public
Service Commission
99-588-1111
FILED NOV 30 1999

Issued: September 9, 1999

Effective: 

NOV 30 1999

Sandy Chandler.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

REC'D JUL 12 2002

SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.3 Complementary Services

Service Commission

1. Directory Assistance

Long distance Directory Assistance is available to customers of any of the Company's switched services. The charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number. One request may be made on each Directory Assistance call. C

A credit allowance for a Directory Assistance call will be provided if the customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.

Rate per call \$1.40

Missouri Public

Issued: July 12, 2002

Carmen L. Feliciano
205 N. Michigan Ave
Suite 1100
Chicago, IL 60618

Effective: August 12, 2002

FILED AUG 12 2002

Service Commission

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

5.3 Complementary Services (Cont'd)

REC'D SEP 09 1999

2. Operator Services

A. General

Operator Services will be offered to the Company subscribers served from equal access offices. Charges for Operator Services may be billed to a customer's commercial credit card account or local exchange company (LEC) calling card account, or to the calling station, called station or a designated third party station. Charges may not be billed to public payphones or customer-provided stations. The rates and service charges in Section 5.3.2.D apply to "0+", "0-" and "00" calls, including calls dialed using a 10XXX or other access number, routed to a Company operator or to an automated operator or calling card interface from the premises of: 1) residential and business subscribers; or 2) local exchange carrier customers not presubscribed to the Carrier. Operator Service rates will apply to the following types of calls.

- a. Customer Dialed Calling Card Station - Calls completed without the assistance of a company operator when the charges are billed to the LEC calling card account entered by the calling party.
- b. Operator Station - Calls completed with the assistance of a company operator on a station-to-station basis. Charges may be billed to the customer's commercial credit card or LEC calling card account, or to the calling station, called station or a designated third party station.
- c. Person-to-Person - Calls completed with the assistance of a company operator to a particular person, station, department or PBX extension specified by the calling party. Charges may be billed to the customer's commercial credit card or LEC calling card account, or to the calling station, called station or a designated third party station.

Missouri Public
Service Commission
99-5887
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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D SEP 09 1999

5.3 Complementary Services (Cont'd)

2. Operator Services

B. Regulations

- a. The Company will not bill for incomplete calls and will remove any charge(s) for incomplete calls upon (i) subscriber notification or (ii) the Company's knowledge.
- b. The caller and billed party, if different from the caller, will be advised of the name of the operator service provider at the time of the initial contact.
- c. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d. Only tariffed rates approved by the Commission for the Company shall appear on any local exchange company (LEC) billings.
- e. The Company shall be listed on the LEC billing if the LEC has multicarrier billing ability.
- f. The Company will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards.
- g. The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h. Upon request, the Company will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.3 Complementary Services (Cont'd)

2. Operator Services

C. Regulations Applicable to Inmate Collect Only Service

a. Description

Inmate Collect Only Service permits inmates or residents to place collect calls over the Company's Network from authorized telephone numbers in a controlled environment. Telephones and associated equipment will be provided at the option of the Company for the exclusive use of inmates served within the confines of a penal, correctional, mental institution, or job corp center where potential usage by inmates or residents warrants establishing the service.

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.3 Complementary Services (Cont'd)

2. Operator Services (Cont'd)

C. Regulations Applicable to Inmate Collect Only Service (Cont'd)

b. General Regulations

(1) Subject to other applicable provisions of this Tariff, inmate collect only service:

(a) Will be arranged for outward calling only;

(b) At the request of the facility, may be arranged to terminate calls after a certain amount of conversation time. The Company will not provide credit or equivalent service to the called or calling parties for such calls;

(c) Shall be arranged to block Directory Assistance calls;

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5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D SEP 09 1999

5.3 Complementary Services (Cont'd)

2. Operator Services (Cont'd)

C. Regulations Applicable to Inmate Collect Only Service (Cont'd)

b. General Regulations (Cont.)

(1) (Cont)

- (d) Shall arrange to allow only "0+" collect calls for local and long distance calls and to block all other calling including, but not limited to, local direct, credit card, third number, "1+" sent-paid, "0+" sent-paid, all "0-", 700, toll-free, 900, 976, 950, 911, and 10XXX;
- (e) At the request of the facility, may be arranged to limit individual inmate calls to approved telephone numbers;
- (f) At the request of facility, call detail information, such as date and time of call, duration of calls, and called and calling telephone numbers, may be furnished to the facility where prison authorities stipulate such information appropriate in preventing or identifying abuse or unlawful use of service and where the prison authorities stipulate that the provision of such information is not in violation of any federal, state or local laws, regulations or orders;
- (g) May be arranged to limit the number of calls or call attempts to any single telephone number.

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Service Commission

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

REC'D SEP 09 1999

5.3 Complementary Services (Cont'd)

2. Operator Services (Cont'd)

C. Regulations Applicable to Inmate Collect Only Service (Cont'd)

b. General Regulations (Cont'd)

- (2) At the request of the facility, the Carrier may provide inmates with the capability to make local calls to public defender telephone numbers at no charge.
- (3) At the request of the facility and where necessary to preserve the security and orderly management of the institution and to protect the public, monitoring equipment may be provided on the coinless telephones on the premises of the state and federal prisons subject to the following conditions:
 - (a) The equipment is to be used exclusively for the purpose of monitoring outgoing, operator-handled collect telephone calls made by inmates; and
 - (b) The monitoring shall comply with all applicable federal and state laws concerning privacy, electronic surveillance, and eavesdropping.

The Carrier's name will be announced at least once during each call. The Carrier will furnish posting materials for the use of the facility.

Rates for Inmate Collect Only Service are set forth in Section 5.3.2.D (following).

Missouri Public
Service Commission
99-2588-4

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Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)Missouri Public
Service Commission

REC'D SEP 09 1999

5.3 Complementary Services (Cont'd)2. Operator Services (Cont'd)D. Chargesa. IntraLATA/InterLATA Per Minute Rates

Mileage Band	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	<u>1ST</u>	<u>ADD'L</u>	<u>1ST</u>	<u>ADD'L</u>	<u>1ST</u>	<u>ADD'L</u>
0- 10	\$.1265	\$.1035	\$.1012	\$.0828	\$.0822	\$.0673
11- 14	.1725	.1495	.1380	.1196	.1121	.0972
15- 18	.2039	.1840	.1656	.1472	.1346	.1196
19- 23	.2326	.1955	.1794	.1564	.1645	.1271
24- 28	.2473	.1955	.1955	.1673	.1898	.1449
29- 33	.2473	.2013	.1978	.1794	.1955	.1599
34- 40	.2795	.2415	.2070	.1875	.2047	.1748
41- 50	.2795	.2438	.2070	.1892	.2047	.1748
51- 60	.2910	.2553	.2165	.1961	.2053	.1794
61- 80	.3025	.2668	.2168	.2047	.2059	.1817
81-100	.3140	.2731	.2323	.2076	.2064	.1829
101-125	.3485	.2904	.2381	.2329	.2076	.1909
126-150	.3600	.3134	.2530	.2507	.2105	.2053
151-190	.3715	.3249	.2611	.2593	.2162	.2110
191-300	.3830	.3364	.2703	.2680	.2248	.2197
301-430	.4405	.3939	.3393	.3025	.2881	.2570
431+	.4405	.3939	.3393	.3025	.2881	.2570

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Six Concourse Parkway
Suite 3200
Atlanta, GA 30328

5. SERVICE DESCRIPTIONS AND CHARGES (Cont'd)

5.3 Complementary Services (Cont'd)

2. Operator Services (Cont'd)

D. Charges

b. Per Call Surcharges

Customer Dialed Bong Calling Card	\$1.00
Customer Dialed Bong Credit Card	\$1.00
Operator Dialed Calling Card Station	\$2.25
Operator Station:	
Collect	\$2.25
Prison Collect	\$3.00
Billed to Third Party	\$2.35
Person-to-Person	\$4.90
Operator Dialed Surcharge ^{1/}	\$1.15

Missouri Public
Service Commission

REC'D SEP 09 1999

Missouri Public
Service Commission
99-588

FILED NOV 30 1999

^{1/} An additional surcharge applies to calls in which the customer has the capacity to dial the number, but has the operator dial instead.

Issued: September 9, 1999

Effective: ~~September 9, 1999~~

Sandy Chandler.
Six Concourse Parkway
Suite 3200
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NOV 30 1999



P.S.C. Mo. No. 21
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Title Page
Original Sheet 1

TITLE PAGE

This Tariff applies to
Local Exchange Services offered by
AT&T Communications of the Southwest, Inc.

Issued: November 26, 2002

Effective: December 26, 2002

Leslie O Buford, District Manager
227 West Monroe Street
Chicago, Illinois 60606

P.S.C. Mo. No. 21
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 19

7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services

7.7.1 Local Directory Assistance

Local Directory Assistance allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

7.7.2 Busy Line Verification

Busy Line Verification provides operator assistance in determining if there is conversation in progress on a called station. There is a per request charge for verification service.

7.7.3 Busy Line Verification with Interrupt

Busy Line Verification with Interrupt provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt. The Customer shall indemnify and save the Company harmless against all claims by either party to the interrupted call or any other person that may arise from the use of Busy Line Interrupt.

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AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 20

7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance

A. Operator Station Service Charge

An Operator Station Service Charge applies when calls are completed with the assistance of a Company operator, except as specified, for Customer-Dialed Calling Card Station, Person-to-Person and Billed to Third Party classes of service.

B. Customer-Dialed Calling Card Station

Customer-Dialed Calling Card Station charges apply when calls are originated and billed as specified below. Customer-Dialed Calling Card Station charges do not apply when: (1) the Customer dials the appropriate AT&T access code and does not enter the called number prior to the call timing out and being transferred to a live AT&T operator or the automated operator system; or (2) the Customer dials an AT&T designated number for completion of Customer-Dialed Calling Card Calls, but fails to respond to system prompts and must be transferred to a Company operator.

1. Customer Dialed/Automated

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the desired telephone number and completes the call without the assistance of a live AT&T operator or the automated operator system (except in the case of calls made from a rotary phone) and the call is billed to a Calling Card, or

2. Customer Dialed and Operator Assisted

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the telephone number desired but uses Company operator assistance that is limited to recording the Calling Card number for billing purposes, or

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AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 21

7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

B. Customer-Dialed Calling Card Station (Cont'd)

3. Customer Dialed - Operator Must Assist

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, or an AT&T designated number and (1) the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card, or (2) the Customer's Calling Card number, when input, is not the accepted length to be automatically validated and requires operator intervention.

4. Types of Calling Cards

Each of the preceding types of calls are future classified based upon the type of calling card that is used for billing purposes, as follows;

a. AT&T CIID/891 Card

An AT&T Calling Card which contains a billing number issued to AT&T in the Card Issuer Identifier (CIID) or "891" international format or "personal choice" format.

b. Calling Card other than the AT&T CIID/891 Card

(1) Local Exchange Company Calling Card

A calling card issued by a Local Exchange Company that is accepted by AT&T for the billing of calls over its Network.

(2) Commercial Credit/Charge Card

A credit/charge card issued by a non-carrier that is accepted by AT&T for the billing of calls over its Network.

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227 West Monroe Street

Chicago, Illinois 60606

P.S.C. No. 21
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 22

7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

C. Person-to-Person

Person-to-Person charges apply where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

D. Billed to Third Party

Billed to Third Party charges apply where the person originating the call specifies to the operator that the call will be billed under an arrangement by which the call will be charged to an authorized station other than the station originating the call or the station where the call is terminated.

E. Operator Assistance Local Usage Rates

Operator Assistance Local Usage Rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.

7.7.5 Directory Assistance Service

Directory Assistance Service is furnished in the state of Missouri and allows the Customers and Users of the Company's Local Exchange Services to obtain directory assistance in determining telephone numbers within the LATA in which they subscribe to such service by calling the Directory Assistance operator. It does not apply to directory assistance calls for points outside the LATA in which the caller is located.

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Leslie O Buford, District Manager

227 West Monroe Street
Chicago, Illinois 60606

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AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 23

7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.6 Directory Assistance Rates

Directory Assistance charges apply on a per-call basis, with a maximum of two requested telephone numbers allowed per call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

A. Exemptions

No charge applies for:

1. Calls for Directory Assistance originating from coin telephones.
2. Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. The Company shall treat information contained on the exemption records as confidential. The Customer shall notify the Company when the need for an exemption no longer exists.

B. Credit

A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials. To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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P.S.C. Mo. No. 21
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Section 7
Original Sheet 24

7. AT&T LOCAL EXCHANGE SERVICES

7.8 Rates

7.8.1 Monthly Recurring Charges

Refer to Price List.

7.8.2 Non-Recurring Charges

Refer to Price List.

7.8.3 Features

Refer to Price List.

7.8.4 Directory Listings

Refer to Price List.

7.8.5 Local Operator Service

Refer to Price List.

P.S.C. Mo. No. 21
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Price List-Section 7
Original Sheet 8

7. AT&T LOCAL EXCHANGE SERVICES (Cont'd)

7.5 Local Operator Service

	<u>Per Call</u>
Local Directory Assistance	
Ameritech Territory	\$0.51
GTE/SBC Territories	0.51
Busy Line Verification	1.25
Busy Line Verification w/Interrupt	2.00
Operator Station	1.25
Customer Dialed Calling Card Station	0.50
Person-to-Person	3.00
Billed to Third Party	1.33
	<u>Per Minute</u>
Operator Assistance Local Usage Charges	\$ 0.08

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Effective: December 26, 2002

Leslie O Buford, District Manager
227 West Monroe Street
Chicago, Illinois 60606





P.S.C. Mo. No. 15
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
MESSAGE TELECOMMUNICATIONS SERVICE TARIFF

Section 1
1st Revised Sheet 71.4
Replacing Original Sheet 71.4
MISSOURI PUBLIC

1.4 TWO-POINT SERVICE - (Continued)

1.4.24 00 INFO

REC'D MAR 27 2001

A. General

Service Commission
"00" INFO is an information or directory service where Customers may obtain information for locations within the United States such as telephone numbers and area codes (NPAs), as well as international country and/or city codes, etc. Customers may access this service by dialing 1-800-CALLATT and selecting Prompt 4, or by dialing other such access numbers as may be designated by the Company. Up to twelve requests for listings may be made on each call to "00" INFO. Customers will be billed a "00" INFO Charge for each two (or fewer) requests. Customers may also request information for a business category (e.g., plumber, doctor, restaurant, etc.) in a certain area. A Special "00" INFO charge applies when AT&T undertakes a search for the requested information whether or not AT&T furnishes the requested information. Charges for "00" INFO may be billed to the calling station or to a Consumer Calling Card. Calls placed via 1-800-CALLATT may only be billed to a Consumer Calling Card. (CT)

The following types of calls are not permitted to "00" INFO:

- Person-to-Person calls
- Collect calls
- Calls billed to a third number
- Calls billed to a Commercial Charge/Credit Card
- Calls made via USADirect
- Coin calls
- Certain sent paid calls from hotels, hospitals, dormitories, and coin telephones where calls may be blocked or billing capability does not exist.

"00" INFO calls made on a line which the subscriber pays a rate that is described solely as a business or commercial rate in the applicable local exchange service tariff for switched services or charged to a Commercial Calling Card are included in AT&T Commercial Long Distance Service. This service is available where billing capability permits.

B. Rates

"00" INFO (CT)
- Per each two (or fewer requests) \$.99 (CT)

The rates for all other listings can be found in AT&T's interstate tariff on file with the F.C.C.

Issued: March 27, 2001

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Hamid Eftekhari, District Manager
5501 LBJ Freeway
Dallas, TX 75240-6202

Missouri Public

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Service Commission

P.S.C. Mo. No. 15
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
MESSAGE TELECOMMUNICATIONS SERVICE TARIFF

Section 1
Original Sheet 71.5

1.4 TWO-POINT SERVICE - (Continued)

1.4.24 00 INFO (Cont.)

(AT)

C. 00 INFO Service Charges

Calling Card service charges specified in Section 1.4.6.B in this tariff, also apply to calls to "00"INFO when these calls are billed to a Consumer Calling Card.

D. Credit Allowance

A credit allowance will be given for calls to "00"INFO when:

- (1) -the Customer experiences poor transmission or is cut-off during the call,
- (2) -the Customer is given an incorrect telephone number or other incorrect information, or
- (3) -the Customer inadvertently reaches "00"INFO and is charged in error.

To receive the credit, the Customer must notify a Company operator or Company Business Office of the problem experienced.

E. Call Completion

After receipt of a listing(s), Customers may request that AT&T complete one domestic Consumer Telecommunications Service[CTS] call to a requested telephone number without hanging up. AT&T Will complete this call with no additional connection charge. For the completed long distance call, DMTS usage charges as well as any applicable service charges apply in addition to the "00"INFO charges incurred for the listing(s).

F. Availability

This service is available to Customers where billing is available. (AT)



FIDELITY COMMUNICATIONS SERVICES I, INC.

PSC MO. NO. 1
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APR 09 2000

MO. PUBLIC SERVICE COMM

**Fidelity Communications Services I, Inc.
(A Competitive Telecommunications Company)**

Local Exchange Tariff

**For Telephone Service
Applying to All Exchanges**

FILED

JUN 01 2000
00 - 191

MO. PUBLIC SERVICE COMM

Issued: April 3, 2000
Issued By:

John Colbert, Senior Vice President
Fidelity Communications Services I, Inc.
64 N. Clark
Sullivan, MO 63080

Effective: June 1, 2000

FIDELITY COMMUNICATIONS SERVICES I, Inc.

RECEIVED PSC MO. No. 1
Section 33
Original Sheet 1
APR 03 2000

LOCAL OPERATOR SERVICES

Local Directory Assistance Service

MO. PUBLIC SERVICE COMM

A. General Regulations

Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this tariff apply when a customer within Missouri requests the telephone numbers of other customers within the same LATA. Directory assistance call completion charges apply when the directory assistance operator automatically completes the call to the requested number.

B. Conditions

1. All accounts are entitled to one free direct dialed call per month to Directory Assistance service for each individual access line.
2. Call allowances are not transferable between accounts.
3. For the purposes of administering this tariff the full allowance will apply for service on record as of the customer's billing date.
4. Rates specified in C. 1. below are not applicable to:

-Calls placed from hotels and motels.

-Calls placed from hospitals.

-Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States

-Calls from certified exempt customers and charged to their Calling Card.

C. Residence and Business Rates

1. Customer originated calls (maximum of two requests per call), each\$.55
2. Customer originated calls (maximum of two requests per call) billed to a calling card or third number, each\$1.00.
3. Directory assistance call completion charge, each\$.75

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Issued By:

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Fidelity Communications Services I, Inc.
64 N. Clark
Sullivan, MO 63080

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APR 09 2000

LOCAL OPERATOR SERVICES – Continued

Busy Verification and Interrupt Service

MO. PUBLIC SERVICE COMM

A. General

Upon request of a calling party, the Operator will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

B. Rates

1. A Busy Verification Charge will apply when:

- a. The operator verifies that the line is busy with a call in progress, or
- b. The operator verifies that the line is available for incoming calls.
- c. Both a Busy Verification Charge and an Busy Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- d. No charge will apply when the calling party advises that the call is to or from an official public emergency agency.

Rates

Busy Verification Charge(Line Status), each request	\$1.25
Interrupt Charge, each request	\$2.25

Person-to-Person Service

Person-to-Person service is not offered.

Local Operator Assisted Calls

1. Description

Credit card, collect and third number calls are customer dialed "0" calls that are completed by the caller or completed by the operator. The call will be appropriately billed to the caller's credit card, the called party, or a third number instead of the telephone originating the call.

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John Colbert, Senior Vice President
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00 - 191

MO. PUBLIC SERVICE COMM

LOCAL OPERATOR SERVICES – Continued

Missouri Public
Service Commission

Local Operator Assisted Calls – Continued

REC'D FEB 20 2001

2. Rates (surcharges)

	Fully Automated	Semi and non- Automated
Calling card, per request	\$ 0.50	\$0.75
Collect, per request	\$ 0.75	\$1.00
Third number, per request	\$ 0.75	\$1.00
Sent paid, per request	N/A	\$0.75

3. Conditions

- a. The Company will not bill for incomplete calls where answer supervision is available. The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon subscriber notification or the Company's knowledge.
- b. The caller and billed party, if different from the caller, will be advised that the Company is the operator service provider at the time of the initial contact.
- c. Reserved for future use. (N)
- d. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- e. Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company (LEC) billings.
- f. The Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- g. The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- h. The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- i. Upon request, the Company will transfer calls to other authorized interexchange Companies or to the LEC, if billing can list the caller's actual origination point.
- j. The Company will refuse operator services to traffic aggregators which block access to other companies.

Missouri Public
Service Commission

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Issued By:

Dave Beier, Vice President - Regulatory
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Sullivan, MO 63080

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LOCAL OPERATOR SERVICES - Continued

APR 03 2000

Local Operator Assisted Calls - Continued

MO. PUBLIC SERVICE COMM

3. Conditions - Continued

- k. The Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

Intercept Service

A. General

1. Intercept Service provides a service to local exchange business and residence customers who have requested their service be discontinued because they have moved to a new location or requested a change in their telephone number. Dialing the customer's former number results in a prerecorded message which announces the new number.
2. Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.
3. Intercept Service will not be provided to customers disconnected for non-payment.
4. On Company initiated telephone number changes, the charge will not apply, and the telephone number will be intercepted for the life of the directory.
5. At the time the customer places the request for a change in their telephone number, the customer must notify the Company of the number of days, up to the life of the directory, for calls to be intercepted and referred.

B. Rates and Charges

This service is offered free of charge to all eligible customers for a period of 30 days following the discontinuance of service. The following rate is in addition to any other applicable rates and charges shown in the tariffs of the Company.

	Monthly Rate
Intercept service	\$10.00

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John Colbert, Senior Vice President
Fidelity Communications Services I, Inc.
64 N. Clark
Sullivan, MO 63080

Effective: June 1, 2000

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JUN 01 2000
00-191

MO. PUBLIC SERVICE COMM

RECEIVED**LOCAL OPERATOR SERVICES - Continued****APR 03 2000****Intrastate IntraLata Operator Service****MO. PUBLIC SERVICE COMM****A. Intrastate IntraLata Operator Service for 0-toll calls**

1. The Company will provide Intrastate IntraLata Operator Service for dialed 0-toll calls, which will be provided by its affiliate, Fidelity Networks, Inc., until such time as the Company's Operator Service Provider can direct 0-toll calls to the customer's carrier of choice.
2. Surcharges are applicable to station sent paid, station calling card, station collect, station billed to third party, and person to person 0-calls. Definitions of these types of calls are found in the Southwestern Bell Long Distance Message Telecommunications Service Tariff, P.S.C. MO No.26.
3. Intrastate IntraLata 0-toll rates will be the Commission approved rates of Fidelity Networks, Inc.

B. Rates and Charges

1. Surcharges:	Fully <u>Automated</u>	Semi and Non- <u>Automated</u>
a. Station Sent Paid	N/A	\$ 0.75
b. Station Calling Card	\$0.50	\$ 0.75
c. Station Collect	\$0.75	\$ 1.00
d. Station Billed to Third Party	\$0.75	\$ 1.00

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Issued By:

John Colbert, Senior Vice President
Fidelity Communications Services I, Inc.
64 N. Clark
Sullivan, MO 63080

Effective: June 1, 2000



100



ExOp of Missouri, Inc.

PSC Mo. No. 1

Original Sheet No. 1

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MO. PUBLIC SERVICE COMM

**TARIFF
OF
EXOP OF MISSOURI, INC.**

This Tariff, filed with the Missouri Public Service Commission, contains the rates, terms and conditions applicable to local exchange telecommunications services in the State of Missouri by ExOp of Missouri, Inc. (the "Company"). Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business. The Company provides facilities-based services and does not provide exchange telecommunications services on a resale basis. The telecommunications services provided by the Company are not for resale.

Notice: Pursuant to Case No. TA-97-193, the Missouri Public Service Commission has classified the Company as a competitive telecommunications company under the provisions of Chapter 392, Revised Statutes of Missouri, and waived the following statutes and rules: 392.210.2; 392.270; 392.280; 392.290.1; 392.300.2; 392.310; 392.320; 392.330; 392.340; 4 CSR 240-10.020; 4 CSR 240-30-040; and 4 CSR 240-35.

Missouri Public
Service Commission
97-193
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Issued: September 26, 1998

Thomas W. White, President
ExOp of Missouri, Inc.
P.O. Box 891
Kearney, MO 64060

Effective: 1

DEC 15 1998

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ExOp of Missouri, Inc.

PSC Mo. No. 1

MO. PUBLIC SERVICE COMMISSION
Original Sheet No. 40

5. OPTIONAL SERVICES (continued)

5.2 CLASS Services Rates

Rates for CLASS Services, with the exception of Customer-Originated Trace, will be charged on a monthly basis, at the following rates:

<u>Service</u>	<u>Residential Pricing</u>	<u>Commercial Pricing</u>
Caller ID	\$6.50	\$8.50
Call Forwarding	3.00	4.00
Call Waiting	3.00	4.00
Call Blocking	N/C	2.00
Three-Way Calling	1.50	3.00
Six-Way Calling (ISDN Only)	6.00	10.00
Call Return	3.00	5.00
Selective Call Forwarding	3.00	4.50
Automatic Redial	3.00	4.00
Remote Access to Call Forwarding	3.00	3.00
Speed dialing	1.50	3.00
Value Pack (any 5 CLASS Services)	11.00	15.00
Customer-Originated Trace	1.25/successful activation	N/A

5.3 CLASS Services Installation Charge

The CLASS Services Installation Charge will be \$15.00 per CLASS Services order.

6. OPERATOR SERVICES

6.1 Directory Assistance

6.1.1 A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

6.1.2 Each call to Directory Assistance will be charged as follows:

Per Call

\$ 0.90

6.1.3 The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

Issued: September 26, 1998

Thomas W. White, President
ExOp of Missouri, Inc.
P.O. Box 891
Kearney, MO 64060

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PSC Mo. No. 1

MO. PUBLIC SERVICE COMM

Original Sheet No. 41

6. OPERATOR SERVICES (continued)

6.1 Directory Assistance (continued)

6.1.4 A credit will be given for calls to Directory Assistance under the following circumstances:

- A. The Customer experiences poor transmission or is cut off during the Call; or
- B. The Customer is given an incorrect telephone number.

6.1.5 To obtain a credit under 6.1.4 above, the Customer must notify its Customer Service representative.

6.2 Operator Assistance

6.2.1 A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner.

- A. Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B. Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C. Calling Cards: Provides the Customer with the capability to place a call using a calling card of an interexchange carrier with or without the assistance of an operator.
- D. Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- E. Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- F. General Assistance: The Customer has the option to request general information from the operator, such as dialing instruction, country or city codes, area code information and Customer Service 800 telephone numbers, but this service does not include requesting the operator to complete the call.
- G. Incomplete Calls: The Company will not bill for incomplete calls where answer supervision is available. The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) the Company's knowledge.

Issued: September 26, 1998

Thomas W. White, President

ExOp of Missouri, Inc

P.O. Box 891

Kearney, MO 64060

Effective:

DEC 15 1998

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PSC Mo. No. 1

MO. PUBLIC SERVICE COMM

Original Sheet No. 42

6. OPERATOR SERVICES (continued)

6.2 Operator Assistance (continued)

6.2.1 (continued)

- H. Provider: The caller and billed party, if different from the caller, will be advised of which company is the operator service provider at the time of the initial contact.
- I. Rate Quotes: Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- J. Rates: Only tariffed rates approved by the Commission for the Company shall appear on the Company's billings.
- K. Billing Statements: The Company shall be listed on the other company's billing statements if another company has multi-company billing capabilities.
- L. Calling Card Verification: The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- M. Emergency Calls: The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- N. Other Companies: Upon request, the Company will transfer calls to another authorized interexchange company, if billing can list the caller's actual origination point.
- O. Access Blockers: The Company will refuse operator services to traffic aggregators which block access to other companies.
- P. Displaying Information: The Company will assure that traffic aggregators will post and display information including: (1) which company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.

Issued: September 26, 1998

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Kearney, MO 64060

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6. OPERATOR SERVICES (continued)

6.2 Operator Assistance (continued)

6.2.2 Operator Assisted Surcharges

The following surcharges will be applied:

	<u>Per Call</u>
Third Number Billing	\$.90
Collect Calling	\$.90
Calling Card	\$.35
Person to Person	\$2.50
Station to Station	\$.90
General Assistance	N/C

6.3 Busy Line Verification

Upon request of the calling party, the Company will determine if the line is clear or "in use" and report to the calling party.

6.4 Busy Line Verification with Interrupt

The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

6.5 Rates

The following rates will apply for Busy Line Verification and Interrupt Service:

	<u>Per Request</u>
Busy Line Verification	\$1.40
Busy Line Interrupt	\$2.15

7. SERVICE CONNECTION CHARGES

7.1 Description

Service Connection Charges are one-time charges associated with a provision of service or an item of equipment. These charges apply on a per-item basis each time the service or item of equipment is provided and include, but are not limited to, the following:

7.1.1 Initial Service Connection Charges

An initial service connection charge is a one-time charge for work associated with setting up accounts.

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