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August 20, 2004

**FILED**

AUG 20 2004

Mr. Dale Hardy Roberts, Secretary  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, Missouri 65102

**Re: Citizens Telephone Company**  
- **Tariff Filing**  
- **Case No. IR-2005-0034**

Missouri Public  
Service Commission

Dear Mr. Roberts:

Enclosed for filing on behalf of Citizens Telephone Company, please find three copies of the following revised tariff sheets:

**PSC Mo. No. 4**


5<sup>th</sup> Revised Sheet No. 4-4, Cancels 4<sup>th</sup> Revised Sheet No. 4-4  
5<sup>th</sup> Revised Sheet No. 5-5, Cancels 4<sup>th</sup> Revised Sheet No. 5-5  
1<sup>st</sup> Revised Sheet No. 6-3.2, Cancels Original Sheet No. 6-3.2  
4<sup>th</sup> Revised Sheet No. 6-25, Cancels 3<sup>rd</sup> Revised Sheet No. 6-25  
Original Sheet No. 6-25.1  
5<sup>th</sup> Revised Sheet No. 12-2, Cancels 4<sup>th</sup> Revised Sheet No. 12-2  
1<sup>st</sup> Revised Sheet No. 15-1, Cancels Original Sheet No. 15-1  
1<sup>st</sup> Revised Sheet No. 15-2, Cancels Original Sheet No. 15-2  
1<sup>st</sup> Revised Sheet No. 15-3, Cancels Original Sheet No. 15-3  
1<sup>st</sup> Revised Sheet No. 15-4, Cancels Original Sheet No. 15-4  
1<sup>st</sup> Revised Sheet No. 15-5, Cancels Original Sheet No. 15-5  
1<sup>st</sup> Revised Sheet No. 15-6, Cancels Original Sheet No. 15-6  
1<sup>st</sup> Revised Sheet No. 15-7, Cancels Original Sheet No. 15-7  
1<sup>st</sup> Revised Sheet No. 15-8, Cancels Original Sheet No. 15-8  
1<sup>st</sup> Revised Sheet No. 15-9, Cancels Original Sheet No. 15-9  
1<sup>st</sup> Revised Sheet No. 15-10, Cancels Original Sheet No. 15-10  
1<sup>st</sup> Revised Sheet No. 15-11, Cancels Original Sheet No. 15-11

These tariffs are being filed in accordance with the provisions of the Commission's order approving Stipulation and Agreement issued in the above-referenced matter. Please note that the tariff sheets bear an issue date of today and are proposed to become effective for service on October 1, 2004.

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Please see that this filing is brought to the attention of the appropriate Commission personnel. A copy of the filing is being provided to the Office of Public Counsel. If there are any questions regarding the attached, please contact me at the above number. I thank you in advance for your cooperation in this matter.

Sincerely,



W.R. England, III

WRE/da

cc: Office of Public Counsel  
Ms. Sherri Kohly  
Mr. Bill Haas  
Mr. Brian Cornelius

### LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A.	<u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>	
	Business	\$14.00	(R)
	Residence	\$8.25	(R)

### CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. Reserved for future use
- B. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- C. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.2.E.
- D. For all activities related to services for employees.
- E. A complete or partial termination of service.
- F. Service re-established after destruction of the customer's premises by an Act of God, whether at the same time or another location.
- G. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- H. Change of billing address.

5.4 Rates

A.	Initial Service Order Charge	No Charge	(R)
B.	Service Order Change Charge	No Charge	(R)
C.	Service Installation Charge	\$15.00	
D.	Programming Change Charge	No Charge	(R)
E.	Service Reconnection Charge	\$16.25	
F.	Enhanced Multi-Line Service Charge		
1.	EMLS-B – Account Establishment	\$80.00	
2.	EMLS-FS – Account Establishment	\$130.00	

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### OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.1 CLASS Service (Cont'd)

C. Rates

1. Rates for CLASS features with the exception of Customer-originated Trace will be charged on a monthly basis. The highest rated feature will be considered the subscriber's first feature.

		<u>Monthly Charge</u>		
		<u>First</u>	<u>Additional</u>	
		<u>Feature</u>	<u>Feature</u>	
a.	Caller ID	\$3.50	\$2.00	(R)
b.	Calling Name Delivery (CNAM)	3.50	2.00	(R)
c.	Calling Party Identify (CPI)	5.00	2.00	(R)
d.	Selective Distinctive Ringing	3.00	2.00	
e.	Selective Call Acceptance	3.00	2.00	
f.	Selective Call Forwarding	3.00	2.00	
g.	Selective Call Rejection	3.00	2.00	
h.	Selective Call Waiting	3.00	2.00	
i.	Automatic Callback	3.00	2.00	
j.	Call Return	3.00	2.00	
k.	Anonymous Call Rejection	3.00	2.00	
l.	Caller ID on Call Waiting (Name or Number)	8.00	2.00	(R)
m.	Caller Party ID on Call Waiting	8.00	2.00	
n.	No Solicitors	3.00	2.00	

2. Rates for Customer-originated Trace will be charged on a per successful capture.

	<u>Rate per</u> <u>Successful Capture</u>
Customer-originated Trace	\$1.25

- D. In addition to the charges above, customer activity charges as outlined in Section 5 of this tariff will apply to the establishment of class services.

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### OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

- 12. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
- 13. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.
- 14. Call Join - Allows customer to merge a call waiting call with their existing call.

D. Rates

The following rates apply in addition to other rates and charges applicable to the associated individual local exchange service lines.

The customer purchasing more than one feature on a line, regardless of which group the features are chosen from, will pay the First Feature rate from the highest group he has chosen from and the Additional Feature rate on all other features.

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**OPTIONAL SERVICES AND FEATURES**

6. Optional Services and Features (Cont'd)

6.5 Custom Calling Service (Cont'd)

D. Rates (Cont'd)

		<u>First Feature</u> <u>Rate Month</u>	<u>Additional</u> <u>Feature</u>
1.	Alternate Line Number	1.00	No Charge
2.	Call Forwarding	1.00	No Charge
3.	Call Waiting/Cancel Call Waiting	1.00	No Charge
4.	Data Line Security	2.00	1.00
5.	Do Not Disturb	2.00	1.00
6.	Last Number Redial	2.00	1.00
7.	Second Line Coded Ringing	2.00	1.00
8.	Series Completion		
	Variable	No Charge	No Charge
	Fixed	No Charge	No Charge
9.	Three-way Calling	1.00	No Charge
10.	Wake up	2.00	1.00
11.	8 Number Speed Calling	2.00	1.00
12.	30 Number Speed Calling	3.00	1.00

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**ACCESS TARIFF CONCURRENCE**

12. Intrastate Access Services (Cont'd)

12.1 Rates and Charges

12.1.1 Carrier Common Line Access Service

	<u>Rate</u>	<u>Tariff Section Reference</u>	
(A) Intrastate InterLATA Carrier Common Line Access, per minute			
- Originating	\$.04450	3.6	
- Terminating	\$.07571	3.6	(R)
(B) Intrastate IntraLATA Carrier Common Line Access, per minute			
- Originating	\$.04450	3.6(E)	
- Terminating	\$.07571	3.6(E)	

12.1.2 Switched Access Service

(A) Nonrecurring Charges Per Line or Trunk Connected		6.7.1(A)	
(B) Local Transport*	<u>per Access Minute</u>		
1. FGB, FGC & FGD Premium Access	\$.011642	6.2(A)	(R)
2. FGA Premium access Call Miles			
0 to 1 .....		6.2(A)	
Over 1 to 25 .....		6.2(A)	
Over 25 to 50 .....		6.2(A)	
Over 50 .....		6.2(A)	

\*The Local Transport rate includes non-chargeable Interface Groups and Optional Features as set forth in 6.2(A)(1) and 6.2(A)(2).

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**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911)

15.1 General

- A. Universal Emergency Number Service, also referred to as 911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes a line and equipment necessary (excluding CPE) for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. 911 Trunking Service involves the provision of interoffice trunks from the Telephone Company Central Office to connect with the PSAP location.
- B. The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The 911 customer must subscribe to additional local exchange service at the PSAP for administrative purpose, for the placing of outgoing calls and for receiving other emergency calls, including any which might be related by Company operators.
- C. 911 Trunking Service is offered subject to availability of facilities.
- D. The 911 Trunking Service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone Central Office area arranged for 911 calling.

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**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911) (Cont'd)

15.1 General (Cont'd)

- E. The Company may enter into a contract or contracts with the 911 customer or with other telephone companies in order to effectuate the Company's provisions of 911 Service in accordance with, pursuant to, and subject to the terms, conditions and limitations of the Tariff. Any such contract(s) shall incorporate by reference the terms, conditions and limitations of this Tariff.
- F. The rates and charges contained herein are in addition to all other applicable rates and charges located in other partes of this tariff.

15.2 Conditions

- A. 911 Trunking Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Trunking Service by the Company shall not be interpreted, construed or regarded, either express or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- B. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilitise to enable the customer's personnel to respond to such calls on the customer's premises.
- C. Temporary or vacation suspensions of service are not provided for any part of the 911 Trunking Service.
- D. 911 Service information consisting of the names, addresses and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential.
- E. End Users dialing 911 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished by a PSAP. Information will be provided only for the purpose of responding to emergency calls.

**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911) (Cont'd)

15.2 Conditions (Cont'd)

- F. The Company's entire liability to any person for interruption or failures of 911 Trunking Service shall be limited to the terms set forth in this section and other sections of this tariff.
- G. The customer shall have the responsibility of discovering all errors, defects and malfunctions, in the transmission of calls and data, data base(s), and overall operation of the system. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- H. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- I. Each customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- J. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or 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 911 Trunking Service features, the equipment associated therewith, or by any services furnished by the Company in connection therewith, 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 911 Trunking Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents or any one of them.

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**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911) (Cont'd)

15.2 Conditions (Cont'd)

- K. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Telephone Company Wire Centers served by the PSAP whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- L. Application for 911 Trunking Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
- M. The customer is required to furnish the Company its agreement to the following terms and conditions:
1. That all 911 calls will be answered in a 24-hour day, seven-day week basis.
  2. That that customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 Service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  3. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
  4. That the customer will provide CPE with a capacity adequate to handle the number of incoming 911 lines recommended to be installed by the Company. It is the customer's responsibility to ensure its CPE is compatible with the service(s) provided by the Company.

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**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911) (Cont'd)

15.2 Conditions (Cont'd)

- N. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 911 customer contracting for 911 Trunking Services. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the 911 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 911 customer.
- O. The rates charged for 911 Trunking Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall notify the Company in the event the system is not functioning properly.
- P. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents or representatives as a result of or in connection with any situation in which the Company may be requested, required, have undertaken or participated in the tracing of a 911 call.
- Q. The customer recognizes that the addresses provided to it by the Company are the same addresses that the Company maintains for its ordinary service, billing or directory records and the Company cannot unconditionally guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses should, where circumstances permit, be verified from a 911 calling party. When the customer shall make the correction within a reasonable time under the circumstances.

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**UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

15. Universal Emergency Number Service (911) (Cont'd)

15.3 Rates

- A. The rates and charges for 911 Trunking Service set out below are for the provision by the Company of its facilities for trunking calls for the Company's central offices to the PSAP, or between Central Offices. The customer is responsible to order connecting trunking facilities from other telephone companies when necessary to extend the trunks to a PSAP beyond the Telephone Company serving area.

	<u>Per Trunk</u>	
Trunks between Central Offices	\$25.00	(R)
Trunks between Central Offices and PSAP	\$25.00	(R)

B. Database Records Charges

These charges are applicable to the work necessary for Company customer records to support E911 Service. The initial record charge is for work necessary to complete the initial upload to the E911 provider, which includes verification of records to the Master Street Address Guide ("MSAG"). Customer updates beyond the initial upload would include new requests for service in the Company's serving area, orders that change a customer's name, telephone number and/or address, and will include verification to the MSAG. A record update(s) generated due to a Company error will not be assessed a Database record charge. If an error is due to inaccurate information provided by a 911 customer, a charge will be assessed.

Initial Upload of Records, one time charge	\$992.00	(R)
Database Record Charges, per record charge	\$ 0.38	(R)

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PSC Mo. No. 4  
1st Revised Sheet No. 15-7  
Cancels Original Sheet No. 15-7

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