

**Fidelity Telephone LLC  
d/b/a Sparklight**

**P.S.C. No. 1  
First Revised Adoption Notice  
Cancels Original Adoption Notice**

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**ADOPTION NOTICE**

**Schedule of Rates for Telephone Service**

Fidelity Telephone LLC d/b/a Sparklight hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, P.S.C. MO No. 1 – Schedule of Rates for Telephone Service filed with the Missouri Public Service Commission by Fidelity Telephone Company.

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Issued: September 18, 2024

Effective: October 1, 2024

Issued by: Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

FILED - Missouri Public Service Commission - 10/01/2024 - IN-2024-0095 - JI-2025-0029

P. S. C. MO.  
Cancelling P. S. C. MO.

No. 1  
No. All Previous Schedules

OFFICE COPY  
Do Not Take From Office

No supplement of this schedule will be issued except for the purpose of cancelling this schedule.

RECEIVED  
JAN 23 1957  
MISSOURI  
Public Service Comm.

FIDELITY TELEPHONE COMPANY

Name of Corporation

# SCHEDULE OF RATES FOR TELEPHONE SERVICE

FILED  
FEB 3 1957  
Case No. 13,529

APPLYING TO THE EXCHANGE AREA AT

Japan, Lyon, New Haven, Owensville,

Name of Town

Spring Bluff, Stanton, and Sullivan.

This schedule contains the rates, rentals, charges, rules and regulations for and relating to local service and to long-distance service over owned or controlled and jointly owned toll lines.

ISSUED January 23, 1957  
Month Day Year

EFFECTIVE February 1, 1957  
Month Day Year

BY Clyford J. Davis President  
Name of Officer Title

Sullivan, Missouri

Address of Officer

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LOCAL EXCHANGE SERVICE

GENERAL

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, touch tone and local messages. Applicable taxes levied by state, county and local taxing authorities are in addition to the rates set forth below.

A. Local Rates

Local rates for Residential and Business services are available at Fidelity’s website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

B. Bundles

(T)

Rates and descriptions of Fidelity’s bundled service offerings are available at Fidelity’s website:

(T)

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

C. Promotions

(M)

General

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

Specific promotions for local services and bundles are available at Fidelity’s website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

(M)

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Issued: November 7, 2024

Effective: December 1, 2024

Issued by: Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
20<sup>th</sup> Revised Sheet B  
Cancels 19<sup>th</sup> Revised Sheet B

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

19<sup>th</sup> Revised Sheet B  
14<sup>th</sup> Revised Sheet B.1  
3<sup>rd</sup> Revised Sheet B.2

(N)

(N)

**HOLD FOR FUTURE USE**

(T)

(D)

(D)

FILED - Missouri Public Service Commission - 12/01/2024 - JI-2025-0070

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Issued: November 7, 2024

Effective: December 1, 2024

Issued by: Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

REC'D DEC 01 1998

Fidelity Telephone Company  
For All Exchanges

PSC MO. NO. 1

2nd Revised Sheet No. C  
Cancels 1st Revised Original Sheet No. C

LOCAL EXCHANGE SERVICE  
EXTENDED AREA SERVICE

1. Extended Area Service is an arrangement whereby customers in one exchange can call customers in contiguous exchanges at local exchange rates.
2. Extended Area Service is furnished in all Fidelity exchanges.

<u>Exchange</u>	<u>Exchange Areas Included in Calling Area</u>
Berger	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Gerald	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Japan	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Lyon	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
New Haven	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Owensville	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Spring Bluff	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Stanton	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan
Sullivan	Berger, Gerald, Japan, Lyon, New Haven, Owensville, Spring Bluff, Stanton, Sullivan

C  
C

Missouri Public  
Service Commission  
98-464  
FILED DEC 31 1998

Issued: December 1, 1998

Issuing Officer:  
John Davis  
64 North Clark  
Sullivan, Missouri 63080

Effective: December 31, 1998

LOCAL EXCHANGE SERVICE  
WAIVER OF STATUTES AND RULES

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The following statutory and rule provisions no longer apply to the Company as they have been waived pursuant to §392.420 RSMo. (T)  
(T)

A. Statutes

392.210.2 Accounting Requirements (System of Accounts)	(N)
392.240.1 Reasonableness of Rates	(N)
392.270 Accounting Requirements (Valuation of Property)	(N)
392.280 Accounting Requirements (Depreciation/Accounts)	
392.290 Issuance of Stocks, Bonds and Other Indebtedness	
392.300 Transfer of Property and Ownership of Stock	
392.310 Approval of Issuance of Stocks, Bonds and Other Indebtedness	
392.320 Certificate of Approval for Dividends	(T)
392.330 Accounting for Disposition of Proceeds	(T)
392.340 Company Reorganization	

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Date of Issue: April 12, 2013

Effective: June 1, 2013

Jason Ross  
Fidelity Telephone Company  
64 North Clark  
Sullivan, MO 63080

FILED  
Missouri Public  
Service Commission  
JI-2013-0446

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**HOLD FOR FUTURE USE**

(T)

(D)

(D)

FILED - Missouri Public Service Commission - 12/01/2024 - JI-2025-0070

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Issued: November 7, 2024

Effective: December 1, 2024

Issued by: Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

Fidelity Telephone Company For All Exchanges  
Name of Issuing Corporation Community, Town or City

LOCAL EXCHANGE SERVICE

RECEIVED

JAN 22 1981

Service rate sheets:  
MISSOURI  
Public Service Commission

Cancelling the following individual Local Exchange

- 4th Revised Sheet No. 1, Berger
- 4th Revised Sheet No. 1, Japan
- 4th Revised Sheet No. 1, Lyon
- 4th Revised Sheet No. 1, New Haven
- 4th Revised Sheet No. 1, Owensville
- 4th Revised Sheet No. 1, Spring Bluff
- 4th Revised Sheet No. 1, Stanton
- 4th Revised Sheet No. 1, Sullivan

\*Indicates new rate or text  
+Indicates change

FILED

FEB - 1 1981  
80 - 269  
Public Service Commission

DATE OF ISSUE January 22, 1981 DATE EFFECTIVE February 1, 1981  
month day year month day year

ISSUED BY Evan R. Copsey President Sullivan, Missouri  
name of officer title address



FORM NO. 13 P.S.C.MO. No. 1 2nd ~~(Original)~~ SHEET No. 3  
(Revised)

Cancelling P.S.C.MO. No. 1 1st ~~(Original)~~ SHEET No. 3  
(Revised)

FIDELITY TELEPHONE COMPANY  
Name of Issuing Corporation

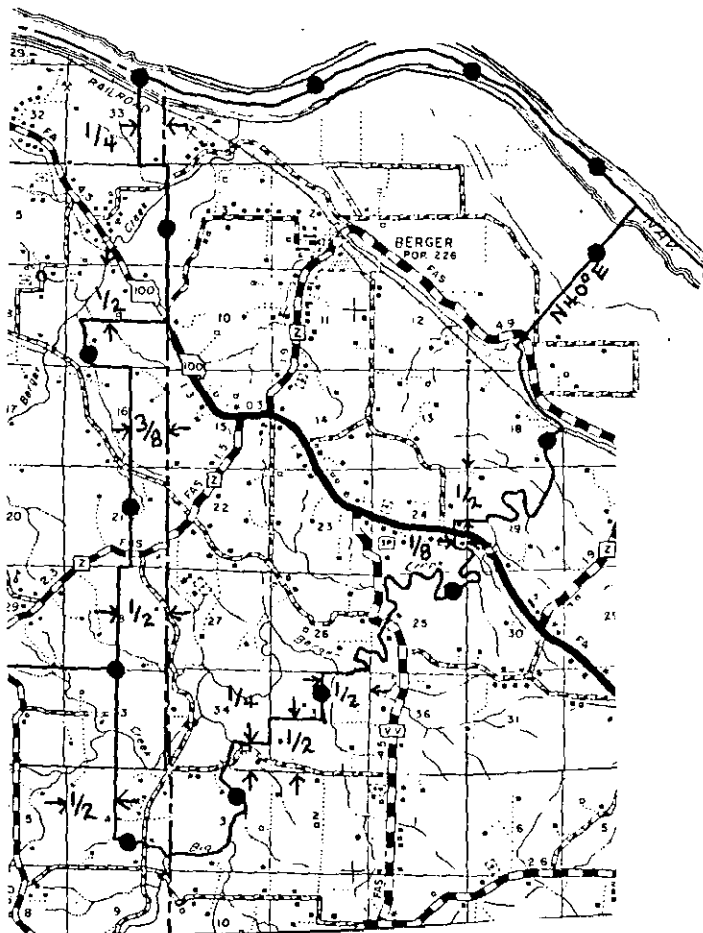
For Berger, Missouri  
Community, Town or City  
Gasconade and Franklin Counties

EXCHANGE AREA MAP

RECEIVED

APR 13 1977

MISSOURI  
Public Service Commission



\*Indicates new rate or text  
+Indicates change

FILED  
JUN 1 1977  
Public Service Commission

DATE OF ISSUE May 1, 1977 DATE EFFECTIVE June 1, 1977  
month day year month day year  
ISSUED BY Evan R. Copsey President Sullivan, Mo.  
name of officer title address

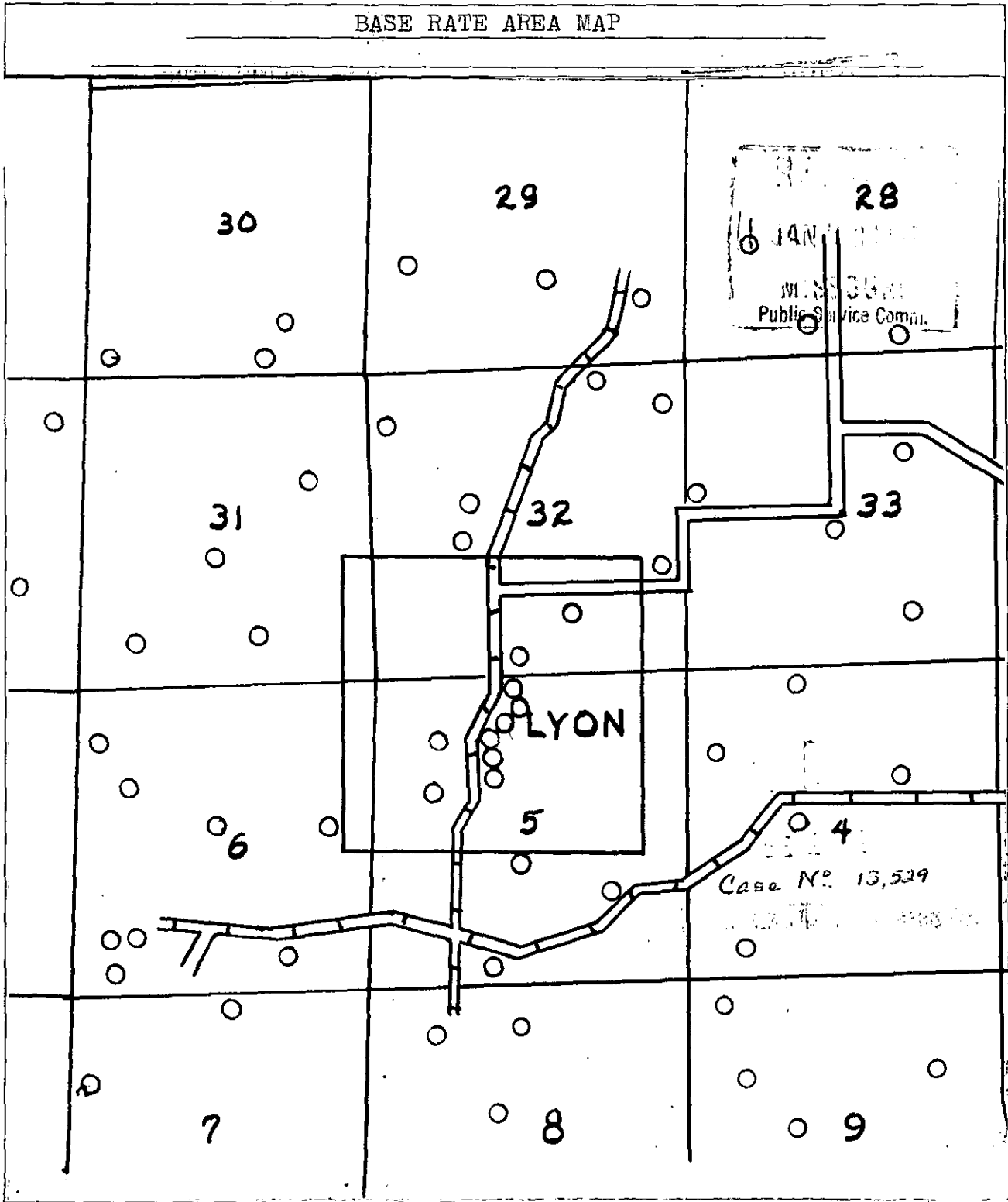
Fidelity Telephone Company

For Lyon

Name of Issuing Corporation or Municipality

Community, Town or City

BASE RATE AREA MAP



DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY Clyde J. Davis  
name of officer

President

Sullivan, Missouri

title address

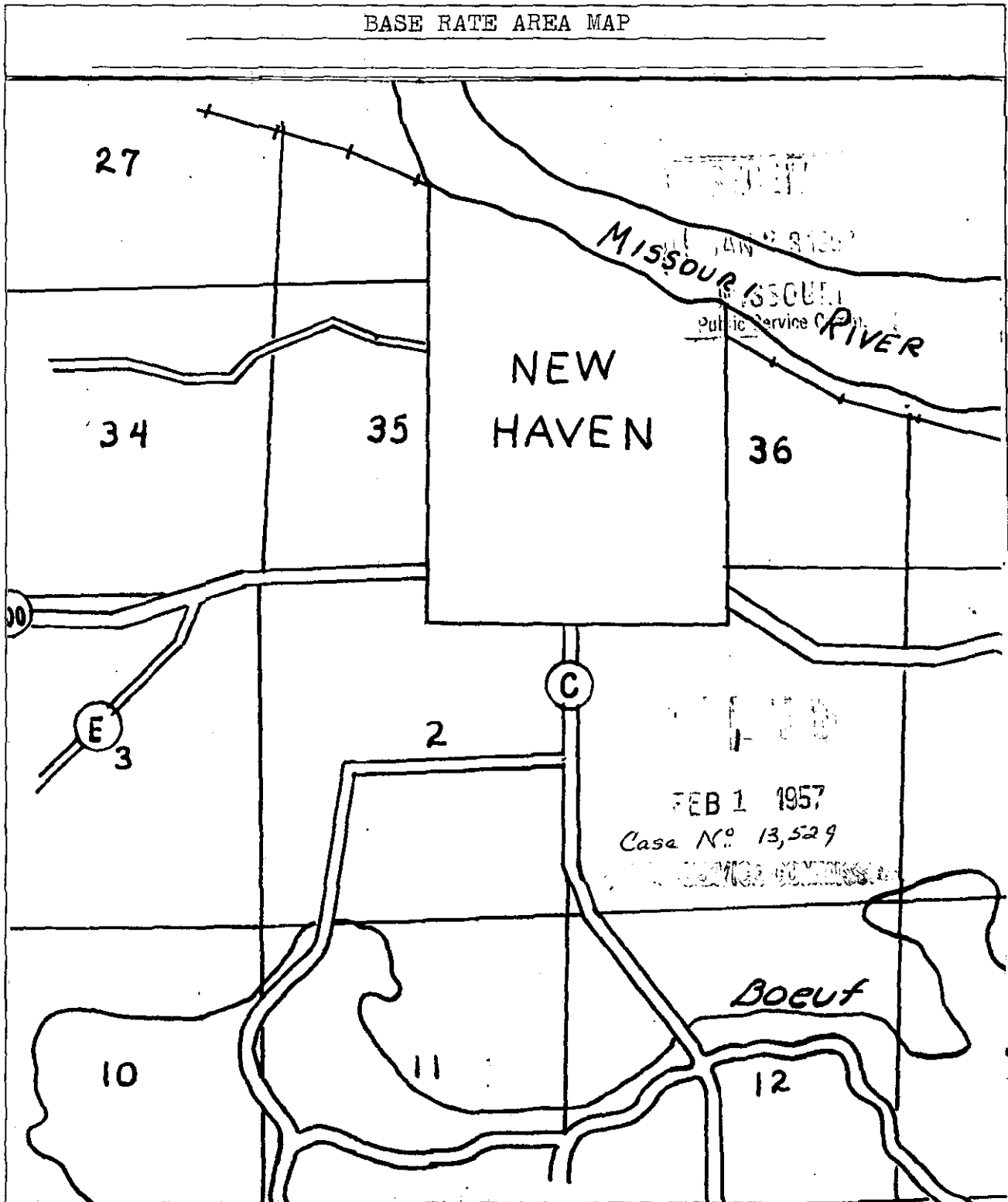
Fidelity Telephone Company

For New Haven

Name of Issuing Corporation or Municipality

Community, Town or City

BASE RATE AREA MAP



DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY Clifford J. Davis  
name of officer

President

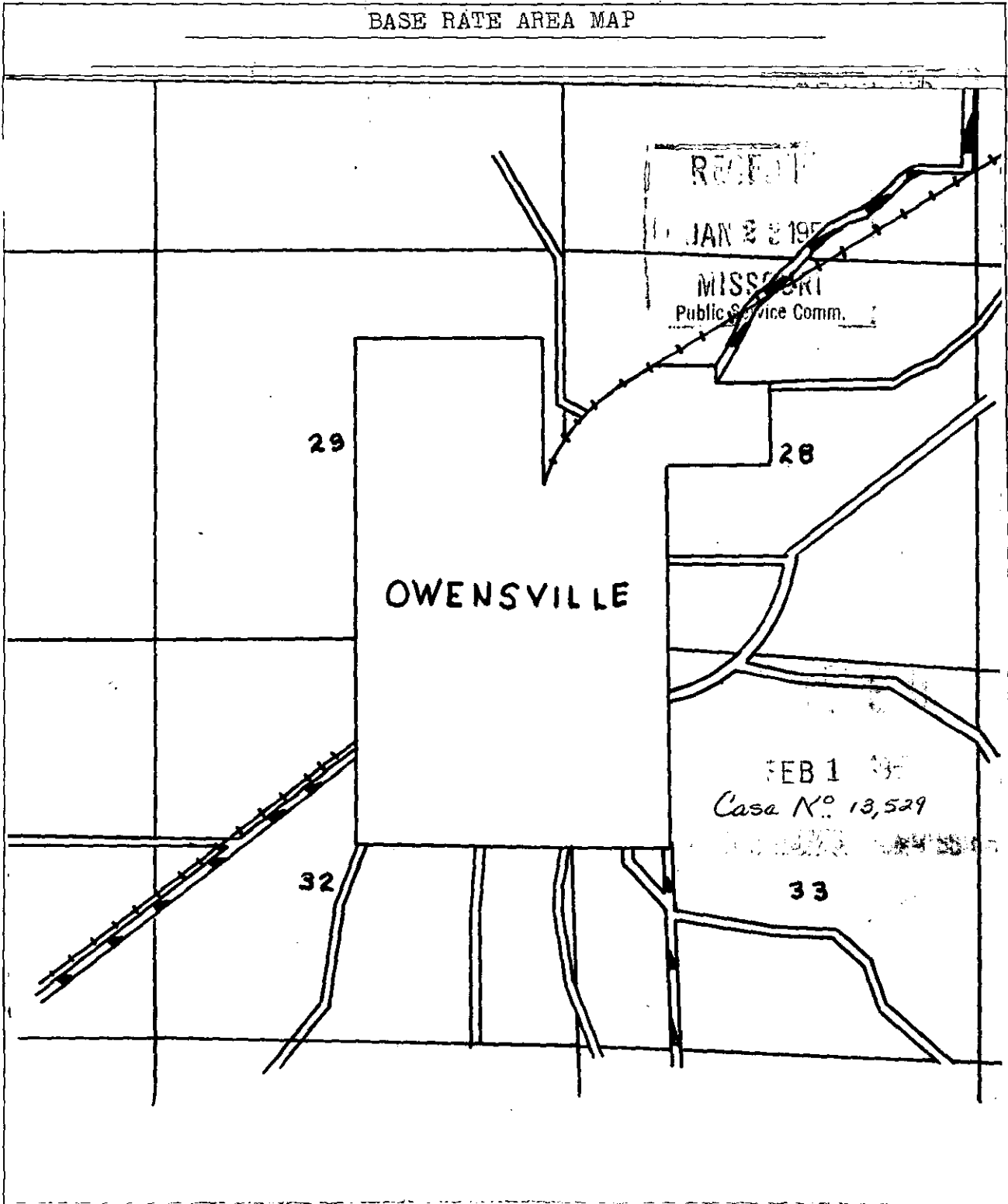
Sullivan, Missouri

title address

Fidelity Telephone Company  
Name of Issuing Corporation or Municipality

For Owensville  
Community, Town or City

BASE RATE AREA MAP



DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY Clyford J. Davis  
name of officer

President Sullivan, Missouri  
title address

Cancelling P. S. C. MO. No. All Previous Schedules

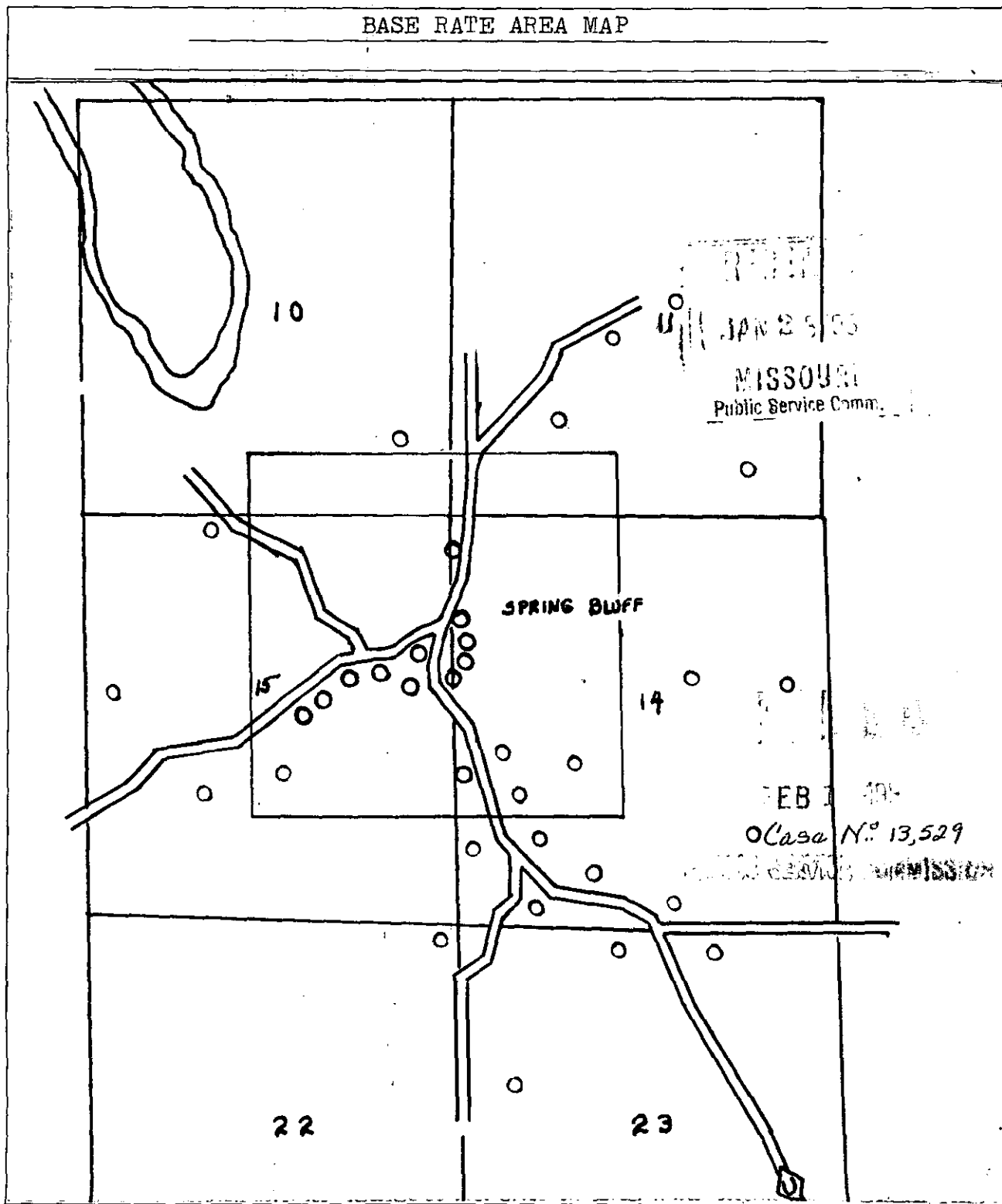
Fidelity Telephone Company

For Spring Bluff

Name of Issuing Corporation or Municipality

Community, Town or City

BASE RATE AREA MAP



DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY *Clyford V. Davis*  
name of officer

President

Sullivan, Missouri

title address

Cancelling P. S. C. MO. No. All Previous Schedules

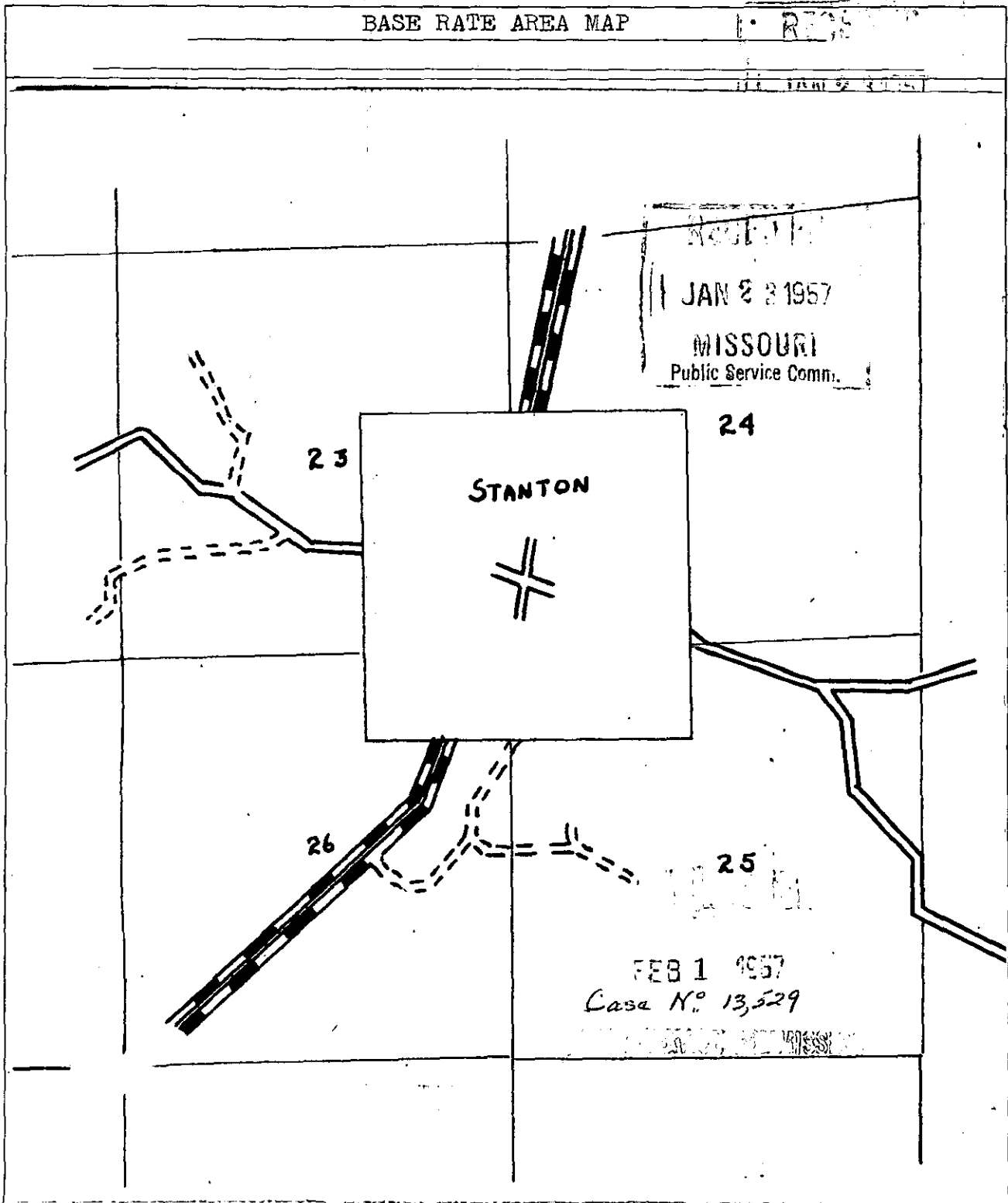
Fidelity Telephone Company

For Stanton

Name of Issuing Corporation or Municipality

Community, Town or City

BASE RATE AREA MAP



DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY *Clifford J. Davis*  
name of officer

President

Sullivan, Missouri

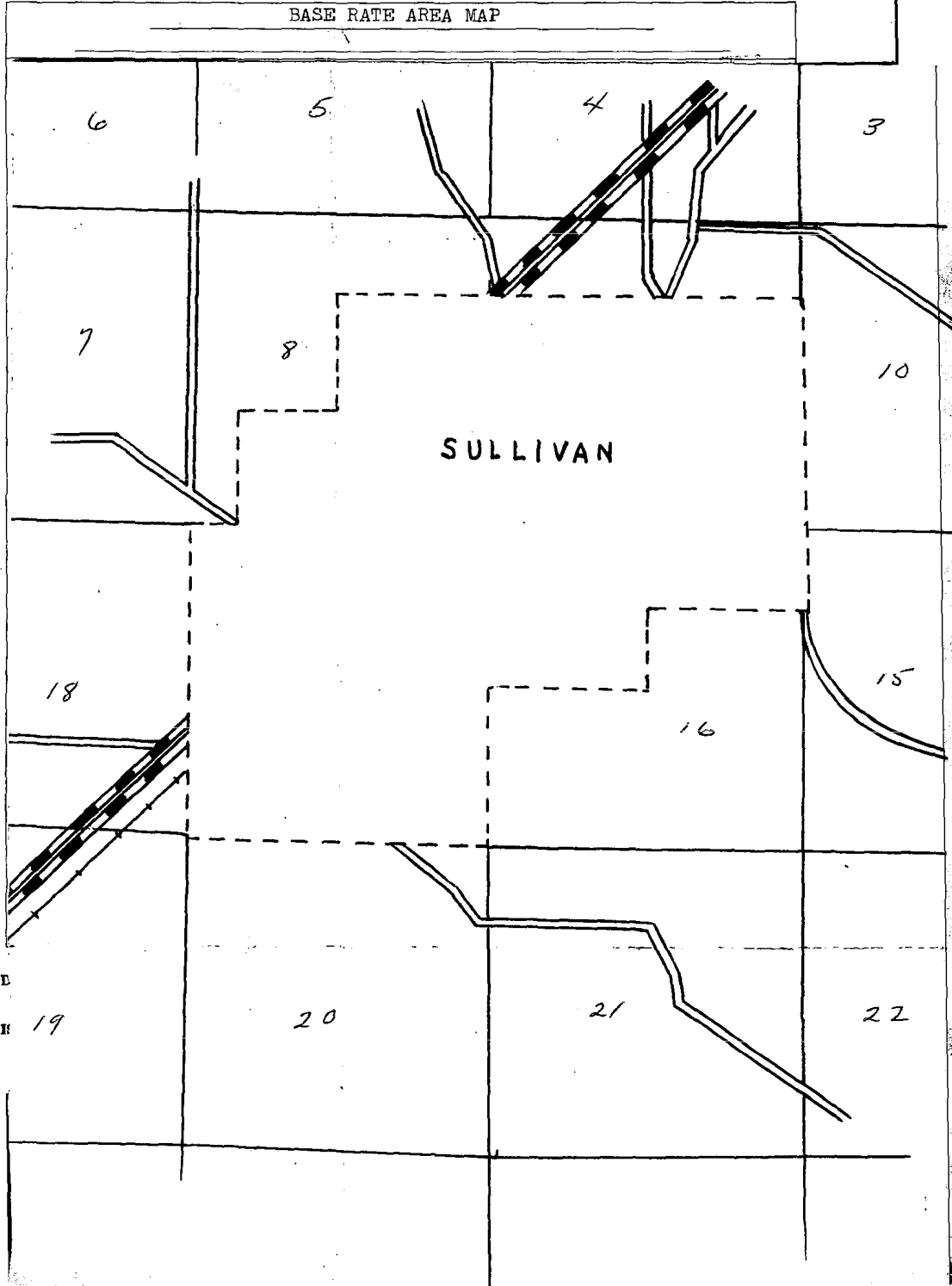
title

address

Fidelity Telephone Company  
Name of Issuing Corporation or Municipality

For Sullivan  
Community, Town or City

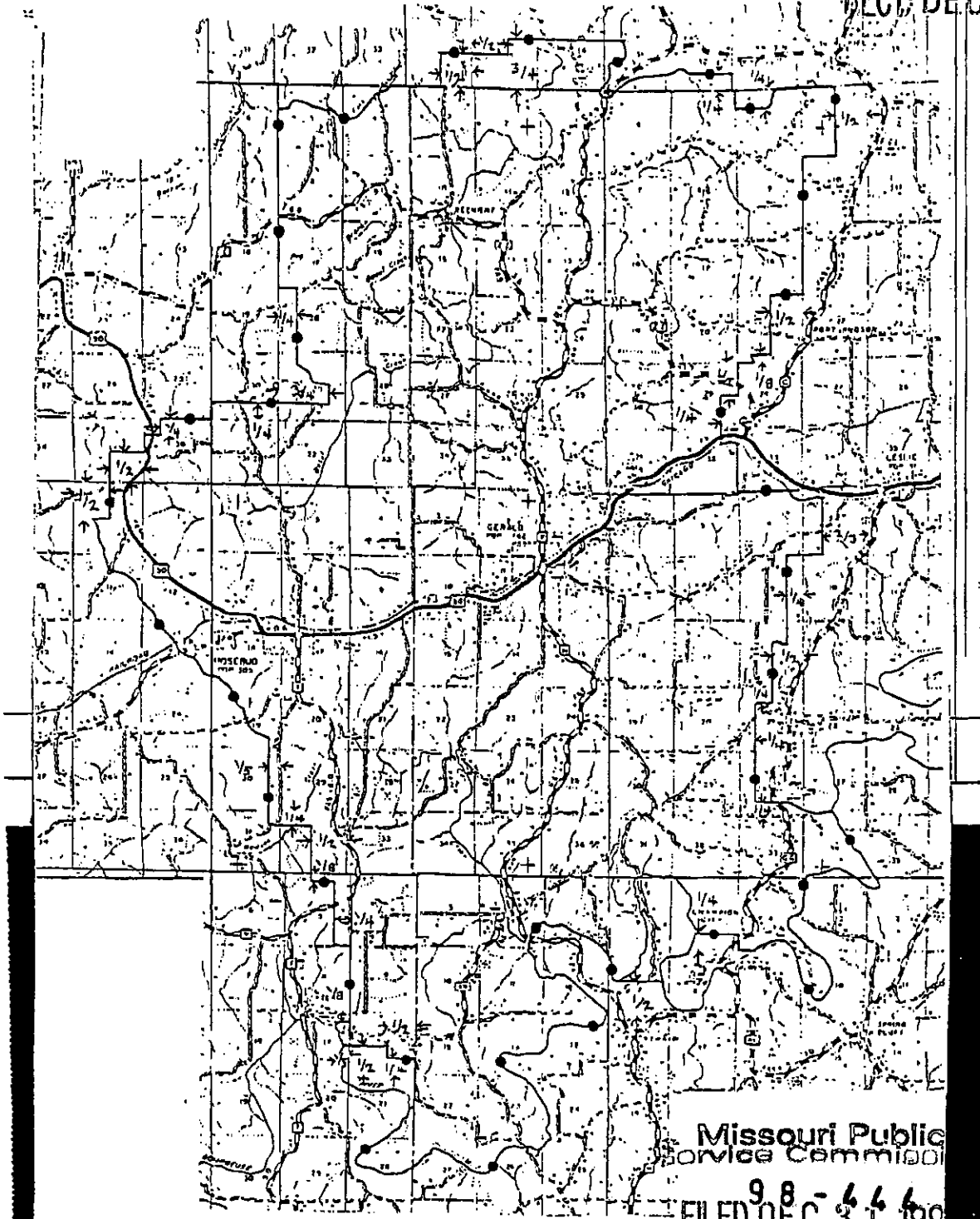
BASE RATE AREA MAP



EXCHANGE AREA MAP FOR GERALD, MO.

Missouri Public  
Service Commission

REC'D DEC 01 1998



Missouri Public  
Service Commission

98-666  
FILED DEC 31 1998



FIDELITY TELEPHONE COMPANY

Name of Issuing Corporation

For Japan, Missouri

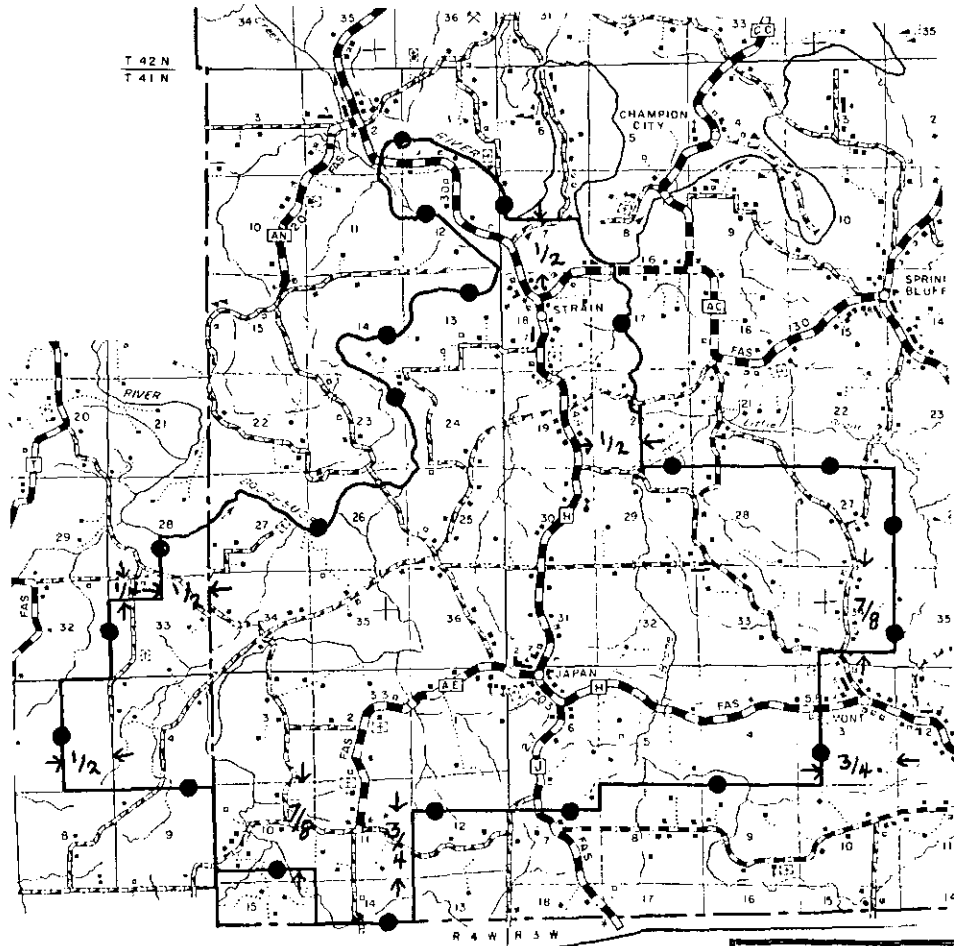
Community, Town or City  
Franklin and Gasconade Counties

EXCHANGE AREA MAP

RECEIVED

APR 12 1977

MISSOURI  
Public Service Commission



FILED  
JUN 1 1977  
Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE May 1, 1977  
month day year

DATE EFFECTIVE June 1, 1977  
month day year

ISSUED BY Evan R. Copsey  
name of officer

President  
title

Sullivan, MO  
address

FORM NO. 13 P.S.C.MO. No. 1 3rd ~~XXXXXX~~ SHEET No. 4

Cancelling P.S.C.MO. No. 1 2nd ~~XXXXXX~~ SHEET No. 4

FIDELITY TELEPHONE COMPANY

For Lyon, Missouri

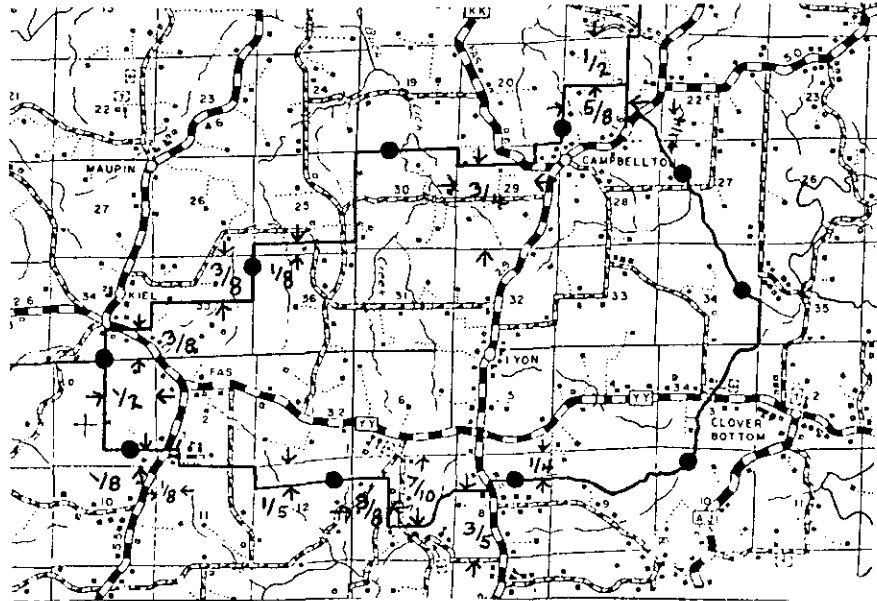
Name of Issuing Corporation

Community, Town or City

Franklin County

EXCHANGE AREA MAP

RECEIVED  
APR 12 1977  
MISSOURI  
Public Service Commission



FILED  
JUN 1 1977  
Public Service Commission

\*Indicates new rate or text  
+Indicates change

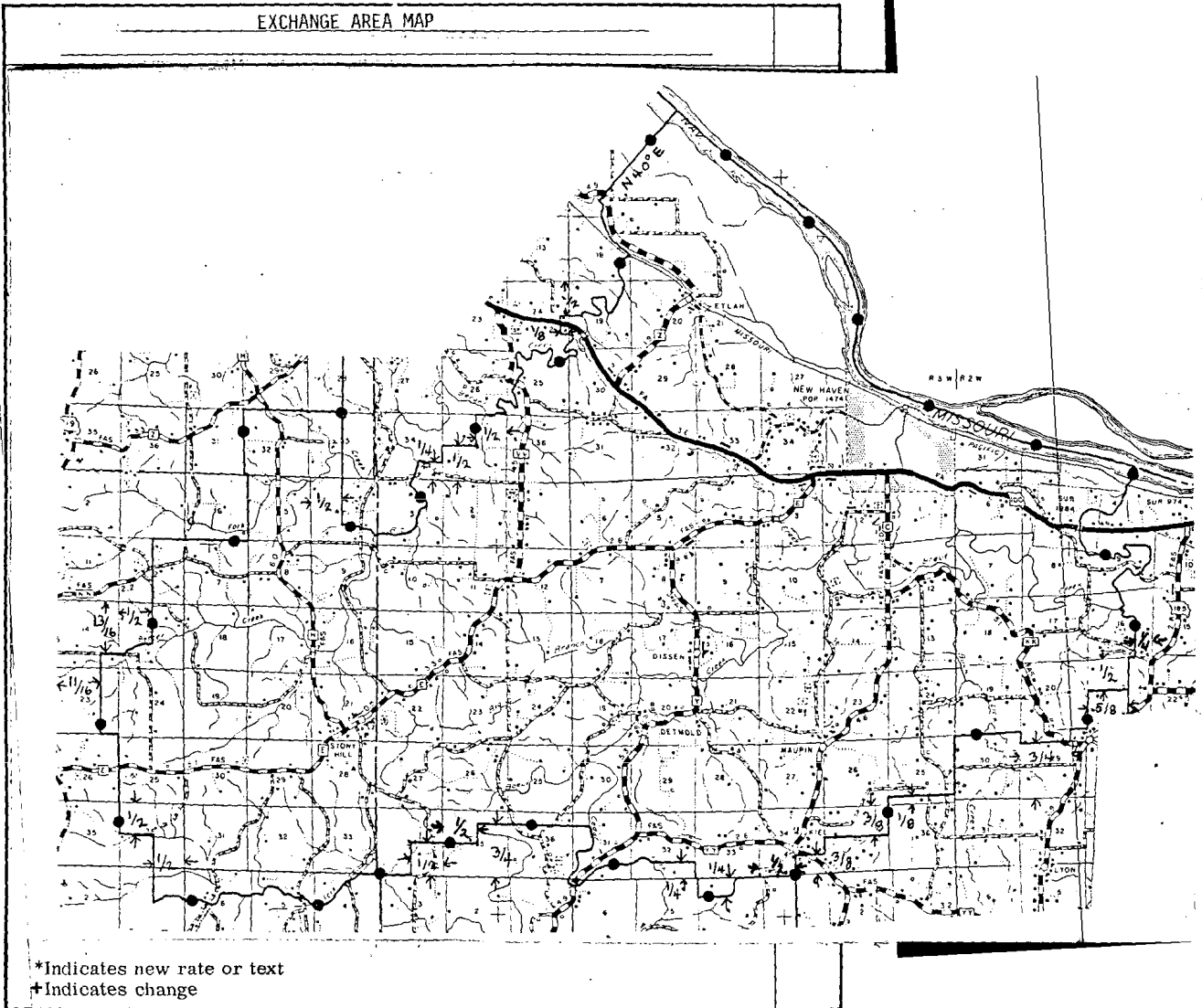
DATE OF ISSUE May 1, 1977 DATE EFFECTIVE June 1, 1977  
month day year month day year

ISSUED BY Evan R. Copsy President Sullivan, MO  
name of officer title address

FIDELITY TELEPHONE COMPANY  
Name of Issuing Corporation

For New Haven, Missouri  
Community, Town or City  
Franklin and Gasconade Counties

EXCHANGE AREA MAP



\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE May 1, 1977  
month day year

DATE EFFECTIVE June 1, 1977  
month day year

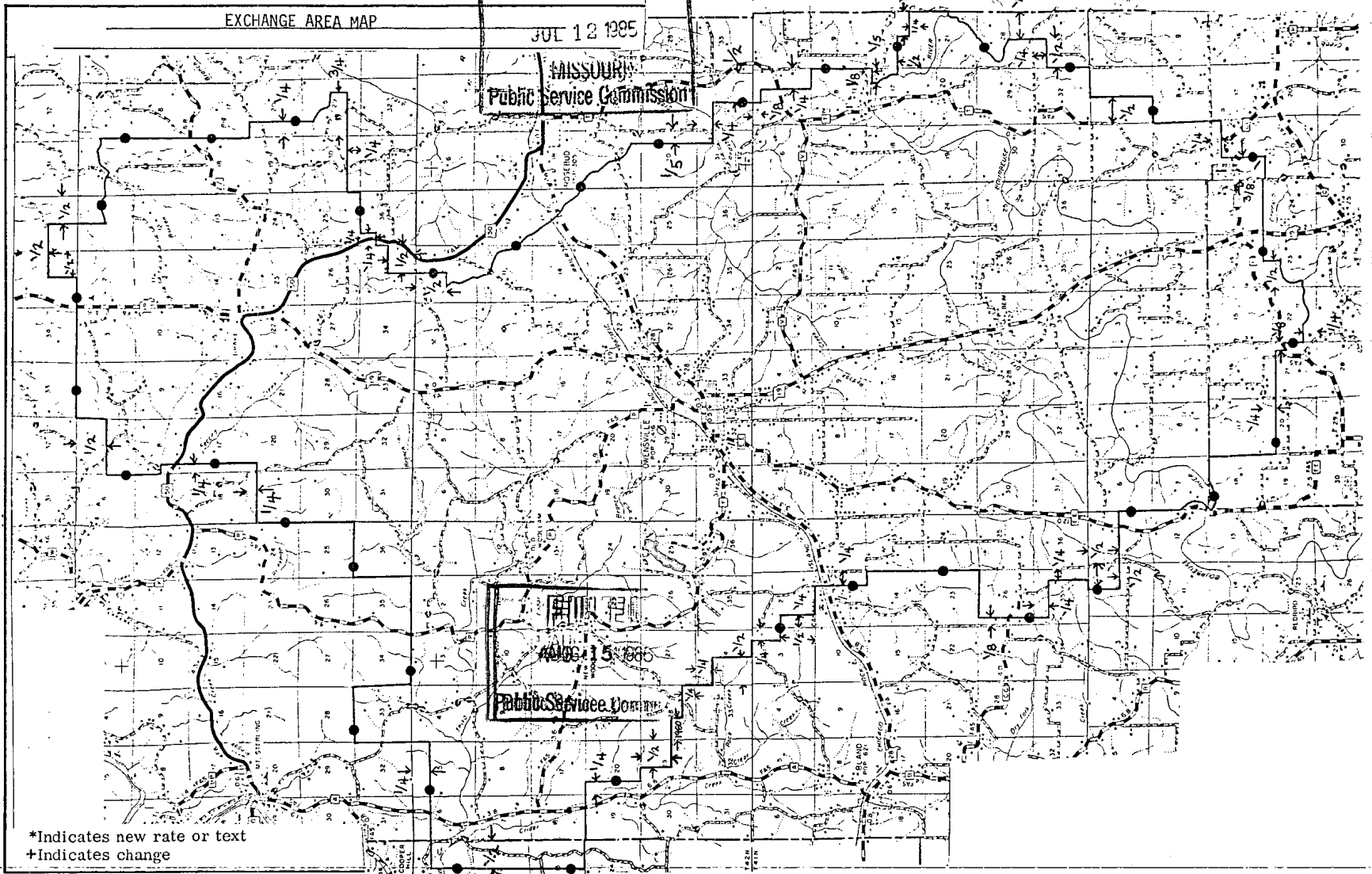
ISSUED BY Evan R. Copsy  
name of officer

President  
title

Sullivan, MO  
address

FORM NO. 13 P.S.C.MO. No. 1 3rd ~~Original~~ SHEET No. 4  
 Revised }  
 Cancelling P.S.C.MO. No. 1 2nd ~~Original~~ SHEET No. 4  
 Revised }

Fidelity Telephone Company For Owensville, Missouri  
 Name of Issuing Corporation  
 Gasconade, Osage and Crawford Counties



DATE OF ISSUE July 15, 1985 DATE EFFECTIVE August 15, 1985  
 month day year month day year

ISSUED BY Evan Copsey name of officer President Sullivan, MO.  
 title address

FORM NO. 13      P.S.C.MO. No. 1      2nd      {Original} SHEET No. 4

Cancelling P.S.C.MO. No. 1      1st      {Original} SHEET No. 4

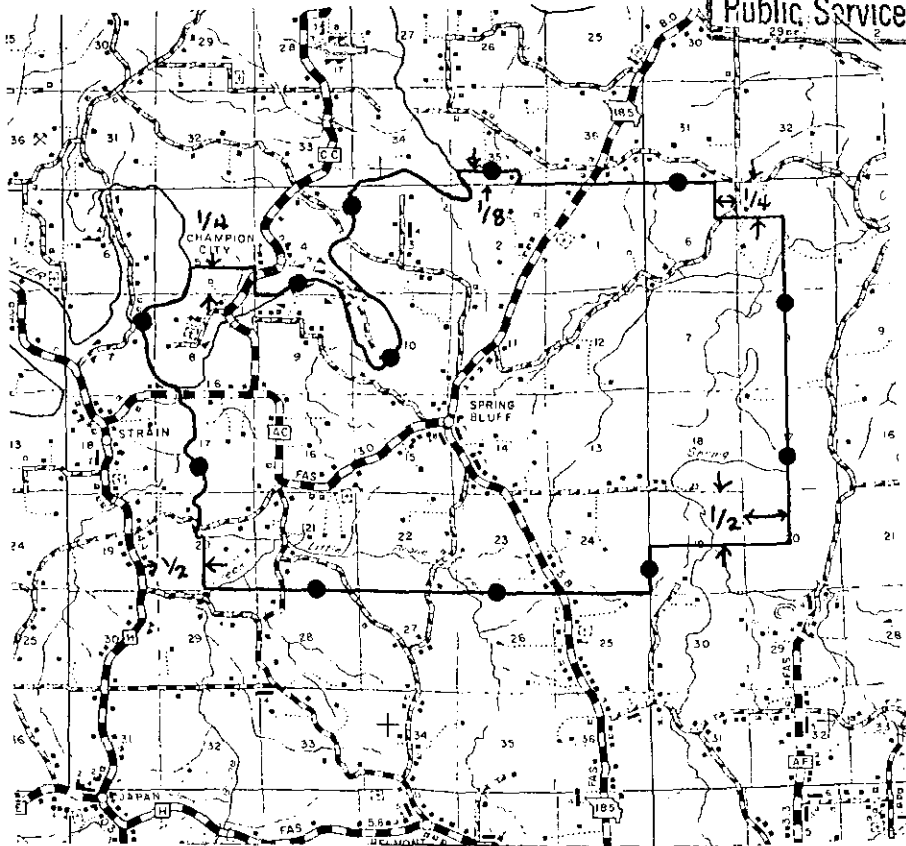
FIDELITY TELEPHONE COMPANY      For Spring Bluff, Missouri  
Name of Issuing Corporation      Community, Town or City  
Franklin County

EXCHANGE AREA MAP

RECEIVED

APR 12 1977

MISSOURI  
Public Service Commission



FILED

JUN 1 1977

Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE May 1, 1977      DATE EFFECTIVE June 1, 1977  
month day year      month day year

ISSUED BY Evan R. Copsey      President      Sullivan, MO  
name of officer      title      address

FORM NO. 13 P.S.C.MO. No. 1 4th {Original} SHEET No. 4  
Revised

Cancelling P.S.C.MO. No. 1 3rd {Original} SHEET No. 4  
Revised

FIDELITY TELEPHONE COMPANY

For Stanton, Missouri

Name of Issuing Corporation

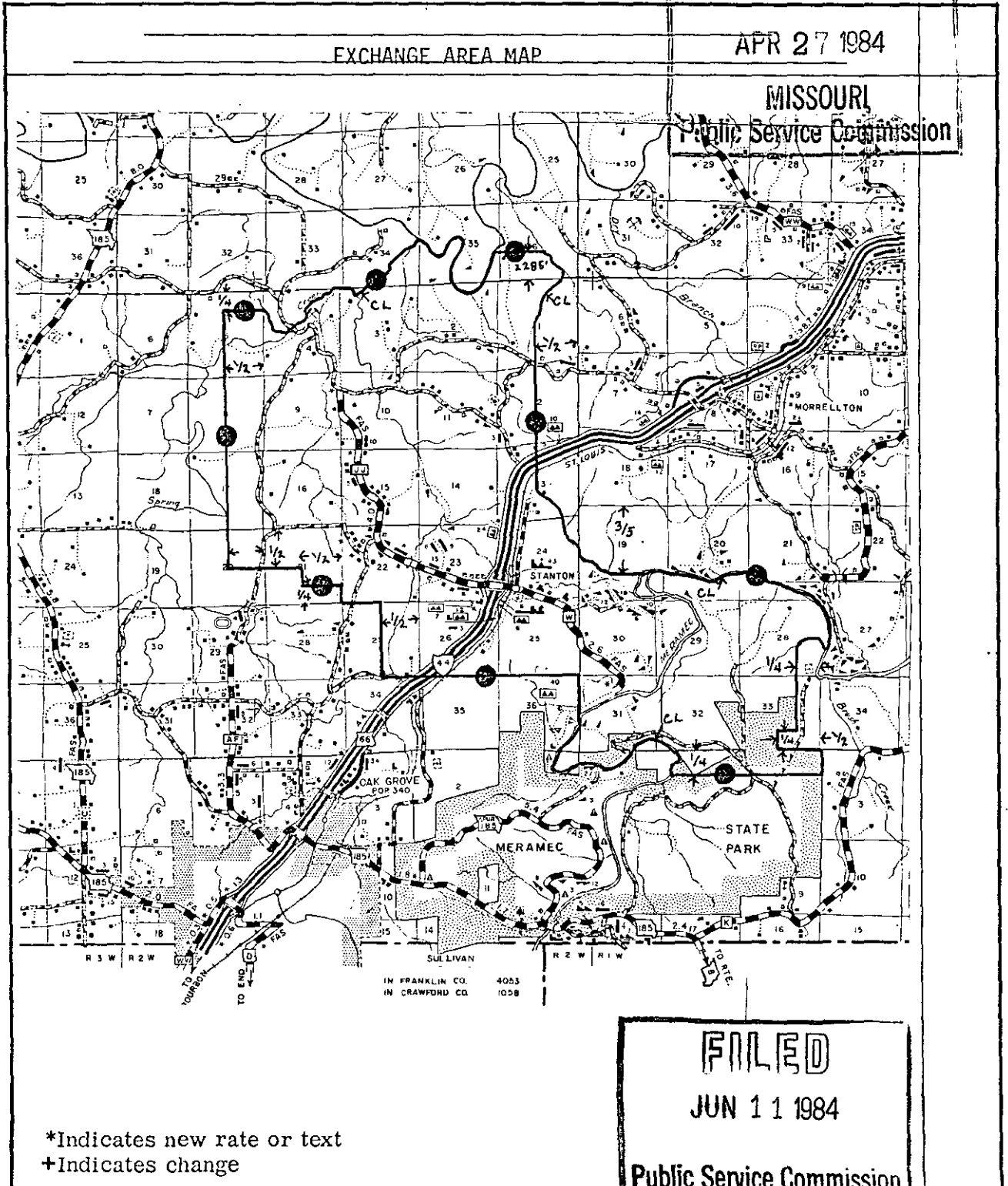
Community Town or City  
Franklin County **RECEIVED**

EXCHANGE AREA MAP

APR 27 1984

MISSOURI

Public Service Commission



\*Indicates new rate or text  
+Indicates change

**FILED**  
JUN 11 1984  
Public Service Commission

DATE OF ISSUE May 10, 1984 DATE EFFECTIVE June 11, 1984  
month day year month day year

ISSUED BY Evan R. Copsy President Sullivan, MO  
name of officer title address

(revised)

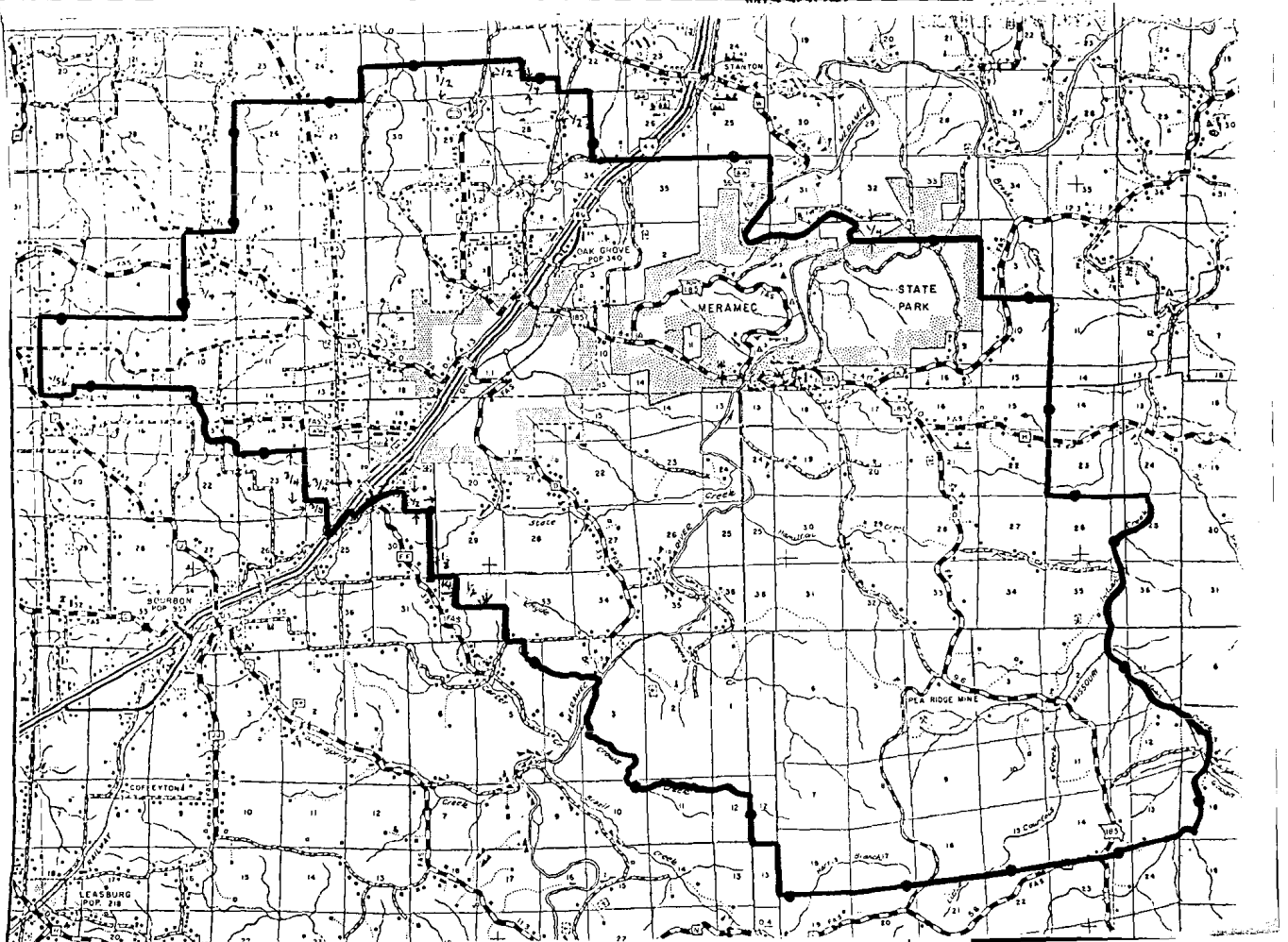
(revised)

Fidelity Telephone Company For Sullivan, Missouri  
Name of Issuing Corporation Community, Town or City  
Franklin, Crawford, & Washington Counties

RECEIVED

EXCHANGE AREA MAP

MAR 21 1994



\* Indicates new rate or text  
+ Indicates change

MISSOURI  
Public Service Commission

DATE OF ISSUE March 21, 1994 DATE EFFECTIVE April 20, 1994  
month day year month day year  
ISSUED BY Ken Matzdorff, Asst. V.P. Revenues, 64 N. Clark Sullivan, MO  
name of officer title address

FIDELITY TELEPHONE COMPANY For ALL TOWNS  
 Name of Issuing Corporation Community, Town or City

DISCONTINUANCE OF SERVICE AND DEPOSIT STANDARDS	
Billing, Collection, Discontinuance of Service and Deposit Standards	
1. Billing Standards:	OCT 28 1980
A. Bills for telephone service are issued monthly, in advance, are due when rendered. The Telephone Company shall render a bill during each billing period except when there is a zero balance.	
B. The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.	
C. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration.	
2. Collection Standards:	
A. Residential subscribers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Telephone Company, an authorized collection agency, or by mail.	
B. Demand for payment of toll charges may be made on less than twenty-one (21) days in the event a customer's service has been discontinued in accordance with "Discontinuance of Service" (3.A.1 or 2), as reflected elsewhere in this tariff, within the last twelve (12) months or where the customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required. Such demand may be made by a telephone call to the customer followed by written notification by first class mail.	
FILED	
NOV 27 1980	
*Indicates new rate or text †Indicates change	

DATE OF ISSUE October 28, 1980 DATE EFFECTIVE November 27, 1980  
 month day year month day year  
 ISSUED BY Evan R. Copsy President Sullivan, Missouri  
 name of officer title address



FORM NO. 13 P.S.C.MO. No. 1 4th {Original} SHEET No. 2

Cancelling P.S.C.MO. No. 1 3rd {Original} SHEET No. 2

FIDELITY TELEPHONE COMPANY For ALL TOWNS
Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS

RECEIVED

OCT 28 1980

2. Collection Standards: (continued)

- C. Total bills remaining unpaid twenty-two (22) days after rendition, or toll bills remaining unpaid ten (10) days after demand, whichever is less, shall be considered delinquent.
D. Toll charges are due monthly and payable any time during the twenty-one (21) days following the presentation of the bill. Toll charges are subject to the rules and regulations of part (B) of this section as they may apply. This utility will conform to all rules and regulations of the Public Service Commission as they may apply.

FILED

NOV 27 1980

\*Indicates new rate or text
+Indicates change

DATE OF ISSUE October 28, 1980 DATE EFFECTIVE November 27, 1980

ISSUED BY Evan R. Copsey President Sullivan, Missouri
name of officer title address

**RULES AND REGULATIONS**

**3. Discontinuance of Service to Residential Customers**

- A. Service may be discontinued for any of the following reasons:
  - 1. Non-payment of an undisputed delinquent charge for basic local telecommunications service.
  - 2. Failure to post a required deposit or guarantee.
  - 3. Unauthorized use of the telephone company's facilities in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such facilities.
  - 4. Failure to substantially comply with the terms of a settlement agreement.
  - 5. Refusal after reasonable notice to permit inspection, maintenance, or replacement of the company's facilities located on the subscriber's premises. (T)
  - 6. Material misrepresentation of identity in obtaining telephone utility service.
  - 7. As provided by state or federal law.
- B. HOLD FOR FUTURE USE. (D)  
|  
(D)

FILED - Missouri Public Service Commission - 03/16/2023 - JI-2023-0170

**RULES AND REGULATIONS**

**3. Discontinuance of Service - Continued**

C. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service shall not be discontinued on a day when the offices of the Telephone Company are not open to facilitate reconnection of Basic local telecommunications service, or on a day immediately preceding such day.

(D)  
|  
|  
(D)

D. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

(+)

E. Upon the customer's request, Company shall restore service consistent with all other provisions of this tariff when the cause of discontinuance has been eliminated.

(+)

## RULES AND REGULATIONS

### 4. Deposit Standards for Residential Customers:

A. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:

- (1) The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
- (2) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.

The Company may require a deposit or guarantee as a condition of new service based upon credit history and worthiness as determined by the Company.

- B. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.
- C. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.
- D. Terms of Deposits:
- (1) Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
  - (2) Upon discontinuance or termination of service, the deposit will be credited to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.

(D)  
(T)(M)  
(D)

**RULES AND REGULATIONS**

**4. Deposit Standards (Cont'd)**

**D. Terms of Deposits (Cont'd)**

- (3) Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. (T)  
(D)
- (4) The Company will maintain records of all pertinent information with regard to each deposit held. (T)
- (5) The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit. (T)

FILED - Missouri Public Service Commission - 05/10/2024 - JI-2024-0144

Fidelity Telephone Company  
For All Exchanges

P.S.C. MO. NO. 1  
2nd Revised Sheet No. 2.5  
Cancels 1st Revised Sheet No. 2.5

RULES AND REGULATIONS

RECEIVED

Reserved for future use.

SEP 27 2000

MISSOURI  
Public Service Commission

FILED

OCT 30 2000

MISSOURI  
Public Service Commission

\* Indicates new rate or text  
+ Indicates change

Issued: September 29, 2000

Dave Beier  
Director – Regulatory  
64 North Clark  
Sullivan, Missouri 63080

Effective: October 30, 2000

**RULES AND REGULATIONS**

**RECEIVED**

**4. Deposit Standards – Continued**

SEP 27 2000

**E. Restoral of Service Charges:**

**MISSOURI  
Public Service Commission\***

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charges will be made and collected by the Company.

**F. A service deposit will not be required for lifeline service, if the qualifying low-income customer voluntarily elects toll blocking, where available. If toll blocking is unavailable, a service deposit may be charged.** \*

**5. Service Connecting and Restoration Charges**

These charges are set up in the rate schedule.

**6. Profane and Obscene Language Over the Telephone is Prohibited.**

The subscriber is responsible for the enforcement of this rule.

**7. Liability of the Company**

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 48 hours after notification has been made.

**FILED**

OCT 30 2000

**MISSOURI  
Public Service Commission**

\* Indicates new rate or text  
+ Indicates change

Issued: September 29, 2000

Dave Beier  
Director – Regulatory  
64 North Clark  
Sullivan, Missouri 63080

Effective: October 30, 2000

RECEIVED

SEP 27 2000

Fidelity Telephone Company  
For All Exchanges

MISSOURI  
Public Service Commission

P.S.C. MO. NO. 1  
1<sup>st</sup> Revised Sheet No. 2.6.1  
Cancels Original Sheet No. 2.6.1

**RULES AND REGULATIONS**

**7. Liability of the Company – Continued**

2. The customer indemnifies and saves the Company harmless against the following:
- (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  - (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities for example, demarcation point and drop on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
  - (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
  - (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - (e) Liability for failure to provide service.
  - (f) Liability for telephone directories except as outlined above.

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OCT 30 2000

MISSOURI  
Public Service Commission

\* Indicates new rate or text  
+ Indicates change

Issued: September 29, 2000

Dave Beier  
Director – Regulatory  
64 North Clark  
Sullivan, Missouri 63080

Effective: October 30, 2000



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**7. Liability of the Company – Continued**

2. (Cont'd)

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Public Service Commission**

(g) The Telephone Company will make reasonable efforts to cure any material failure to provide service caused solely by year 2000 defects in Telephone Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Telephone Company processes, equipment and systems, the Telephone Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by: (1) the Customer; (2) other telecommunications providers; (3) customer premises equipment; or (4) third party suppliers such as power companies, software companies, and equipment manufacturers. In addition, the Telephone Company does not ensure compatibility between Telephone Company and non-Telephone Company services used by the customer.

(h) The Telephone Company will not be liable for any consequential, incidental or indirect damages for any cause of action, whether in contract or tort. Consequential, incidental and indirect damages include, but are not limited to lost projects, lost revenues and loss of business opportunity, whether or not the Telephone company was aware or should have been aware of the possibility of these damages.

**8. Customer Disputes**

(a) A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.

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SEP 27 2000

**8. Customer Disputes – Continued**

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- (b) When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- (c) Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
- (d) If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
- (e) If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
- (f) Failure of the customer to pay to the Company the amount not in dispute with four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.

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RULES AND REGULATIONS

SEP 27 2000

8. Customer Disputes – Continued

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Public Service Commission

- (g) If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
- (h) If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
- (i) After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

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+ Indicates change

## RULES AND REGULATIONS

### 9. DIRECTORY

The Company may, in its sole discretion, prepare and furnish to each subscriber at each station an alphabetically arranged list of the names of all subscribers of the Local Exchange. Extra name listings of subscribers will be furnished when desired by any subscriber under the tariffs governing such extra listings. Such alphabetically arranged lists shall constitute the Company's Telephone Directory. The Directory is the property of the Company, furnished for the purpose of expediting service, and may be taken up by the Company at the termination of the Contract for service or when new Directories are issued. The Telephone Company reserves the right to change the subscriber's number when necessary.

(\*)

\*Indicates new rate or text

+Indicates change

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Issued: April 16, 2021  
Issued By:

Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

Effective: April 26, 2021

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Missouri Public  
Service Commission  
JI-2021-0185

FORM NO. 13

P.S.C.MO. No. 1

1st

{ Original }  
{ Revised }

SHEET No. 2.8

Cancelling P.S.C.MO. No. 1

{ Original }  
{ Revised }

SHEET No. 2.8

Fidelity Telephone Company

For

All Towns

Name of Issuing Corporation

Community, Town or City

INDEPENDENCE, MO

**RULES AND REGULATIONS**

NOV 25 1987

ISSUED  
Public Service Commission

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NOV 25 1987

JAN 01 1988

Public Service Commission

DATE OF ISSUE NOV 25 1987  
month day year

DATE EFFECTIVE JAN 1 1988  
month day year

ISSUED BY T. E. Troughton  
name of officer

Vice-President  
title

Sullivan, MO  
address

# **NON-SCANNABLE MAPS**

Fidelity Telephone Company

Name of Issuing Corporation or Municipality

For All Exchanges

Community, Town or City

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RULES AND REGULATIONS

JAN 24 1959

MISSOURI

Public Service Comm.

9. (Continued)

The Telephone Company's liability for damages arising from errors or omissions in the making up or printing of its Directories or in accepting listings as presented by customers of prospective customers shall be limited to the amount of actual impairment of the customer's service, and in no event shall it exceed the amount paid for the service during the period covered by the Directory in which the error or omission occurs.

The Telephone Company will not permit the use of any binder, holder, auxiliary cover or any other attachment of an advertising nature to be used in, or on its Directories.

10. INTERRUPTIONS OF SERVICE: Except when the service is interrupted by the willful or negligent act of the Subscriber, or by cause beyond the control of the Company a pro-rated allowance at the rate charged for and applying to the service interrupted shall be made for the time in excess of thirty-six (36) hours if such interruption continues after the fact has been reported by the subscriber or detected by the Company.

11. VACATION RATE: Upon advance notice a rate of 50% of the regular rate will be granted for a minimum period of one month, and for a maximum period of three months in any one calendar year.

12. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

- a. In offices, stores, factories, and all other places of a strictly business nature.
- b. In boarding houses, except as noted under 13-c, offices of hotels, halls, and offices of apartment

FILED

FEB 25 1959

PUBLIC SERVICE COMMISSION

BY 1959

MISSOURI PUBLIC SERVICE COMMISSION

DATE OF ISSUE January 23, 1959

DATE EFFECTIVE February 25, 1959

ISSUED BY

Clyford J. Davis  
name of officer

President  
title

Sullivan, Missouri  
address

Fidelity Telephone Company For All Exchanges  
 Name of Issuing Corporation or Municipality Community, Town or City

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 JAN 24 1959  
 MISSOURI  
 Public Service Comm.

RULES AND REGULATIONS

12. (Continued)

- b. (Continued)  
 buildings, public schools, hospitals, libraries,  
 and other similar institutions.
- c. At residence locations when the subscriber has no  
 regular business telephone and the use of the  
 service either by himself, members of his house-  
 hold, or his guests, or parties calling him can  
 be considered as more of a business than of a  
 residence nature, which fact might be indicated  
 by advertising, either by business cards, news-  
 papers, handbills, billboards, circulars, motion  
 picture screens, or other advertising matter,  
 such as on vehicles, etc., or when such business  
 use is not such as commonly arises and passes  
 over to residence telephone during the intervals  
 when, in compliance with the law or established  
 custom, business places are ordinarily closed.
- d. Where the place of business and the residence of  
 a subscriber are on the same premises and no  
 telephone is installed in the place of business,  
 the business rate shall be charged for the tele-  
 phone installed in the residence.
- e. At residence locations, when an extension station  
 or extension bell is located in a shop, office,  
 or other place of business.
- f. In any location where the listing of service at  
 that location indicates a business, trade or  
 profession, except as specified under 13-c below.

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13. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

- a. In private residences where business listings  
 are not provided.
- b. In private apartments of hotels, rooming houses,

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month day year month day year

ISSUED BY Clyford J. Davis President Sullivan, Missouri  
name of officer title address



Fidelity Telephone Company

For

All exchanges

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS

NOV 25 1987

b. (Continued)

or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

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

14. Held for Future Use

15. Held for Future Use

16. Held for Future Use

17. Held for Future Use

18. SPECIAL CONSTRUCTION: When a special type of construction is desired by a customer, as when underground service connections are desired in places where aerial drop wires are regularly used to reach customers' premises, an additional charge is made, equal to the difference between the estimated cost of the special type of construction and the average cost

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month day year

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month day year

ISSUED BY T. E. Troughton  
name of officer

Vice-President  
title

Sullivan, MO  
address

Fidelity Telephone Company  
Name of Issuing Corporation

For All Exchanges  
Community, Town or City

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RULES AND REGULATIONS

NOV 25 1987

18. (Continued)  
of standard construction. In the case of MISSOURI underground construction the customer is required to bear all maintenance costs.

19. Held for Future Use

20. TEMPORARY SERVICE: Where plant construction is required to provide exchange, extension line, etc., service, temporary in character, the Telephone Company may require the applicant to pay charges based upon the costs involved or to contract for service beyond the initial period or both, regardless of whether the required construction is inside or outside of the initial rate area.

21. EXTENSIONS FOR NEW REAL ESTATE ADDITIONS: In new real estate additions, when the promoters desire to have telephone service made available for prospective residents without cost other than the regular service charges, and when in the judgment of the Telephone Company, the financial risk involved in the plant extension does not warrant the expenditure, the promoters may make the following arrangements:

a. Deposit with the Telephone Company the cost of providing pole lines and cable for a distributing plant within the addition of sufficient capacity to serve an agreed upon estimated ultimate number of customers in the addition, less the estimated net salvage obtainable if the plant should

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month day year

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name of officer

Vice-President  
title

Sullivan, MO  
address

Fidelity Telephone Company

For All Exchanges

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RULES AND REGULATIONS

JAN 23 1957

a. (Continued)  
be removed in three years.

MISSOURI  
Public Service Comm.

b. Refunds will be made to the promoter over a three year period on the following basis:

At the end of each six months period, a refund will be made for each customer attached to the system, during that half year period, which is a net main station gain over and above the greatest half year total of main stations for which a refund was previously made, provided the refund does not exceed the total amount of the deposit. The amount of the refund is determined by dividing the total amount of the deposit by the estimated ultimate number of customers.

Case No. 13, 529

22. POLES ON PRIVATE PROPERTY (ALL CLASSES OF COMPANY-OWNED SERVICE).

a. Poles carrying main station or private branch exchange trunk circuits.

(1) The Telephone Company will furnish and maintain poles and associated fixtures on private property, provided suitable right-of-way can be obtained, when such poles are to be used to carry circuits serving more than one customer, the ownership of such poles being vested in the Telephone Company. The placing of such poles is subject to the regulations governing plant extensions on public highways of the class of service involved.

(2) Poles on private property to be used in serving an individual customer will, in all cases, be provided, owned, maintained and replaced by the Telephone Company, except as specified in (3) below, and the customer shall pay the initial cost in place of any such poles in excess of the following allowance:

DATE OF ISSUE January 23, 1957  
month day year

DATE EFFECTIVE February 1, 1957  
month day year

ISSUED BY Alyford J. Davis  
name of officer

President Sullivan, Missouri  
title address

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RULES AND REGULATIONS

(2) (Continued)

When the monthly exchange rate is	The pole allowance per circuit is
\$4.00	5
each additional dollar or fraction thereof	1 additional pole

Poles on private property owned by customers will be replaced by the Telephone Company at its expense when required for maintenance reasons. The replacing poles shall be owned and maintained by the Telephone Company.

(3) When attachments are made to poles of other companies, located on private property and to be used in serving an individual customer, in lieu of providing new pole line construction, the customer shall bear any attachment rentals assessed against the Telephone Company for occupancy of the poles, if any, in excess of the number of poles which would be provided by the Telephone Company without charge as specified in (2) preceding.

(4) All circuits on private property are owned and maintained by the Telephone Company.

23. DISCOUNT SERVICE FOR EMPLOYEES: The Telephone Company will supply service to full-time employees at ½ the filed rate for each class of service, providing the telephone is listed in the name of the employee. (M)  
| (M)  
(D)

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
1<sup>st</sup> Revised Sheet No. 9  
Cancels Original Sheet No. 9

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**HOLD FOR FUTURE USE**

(T)

(D)

(D)

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210 E. Earll Drive  
Phoenix, AZ 85012

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
4<sup>th</sup> Revised Sheet No. 10  
Cancels 3<sup>rd</sup> Revised Sheet No. 10

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Fidelity Telephone LLC  
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P.S.C. No. 1  
3<sup>rd</sup> Revised Sheet No. 11  
Cancels 2<sup>nd</sup> Revised Sheet No. 11

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**HOLD FOR FUTURE USE**

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Fidelity Telephone LLC  
d/b/a Sparklight

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Cancels 2<sup>nd</sup> Revised Sheet No. 12

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210 E. Earll Drive  
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RULES AND REGULATIONS

27. LATE PAYMENT OF SERVICE AND RETURNED CHECK CHARGE

Bills are due as specified on the bill and may be paid at the Business Offices of the Company or at any agency authorized to receive such payments. All bills paid after the due date specified on the bill shall have a service charge added. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provision set forth herein. (D)

A Returned Check Charge will be applied for each customer check returned by the bank for insufficient funds, unable to locate account, account closed, balance held, drawn against uncollected funds, two signatures required, account garnished, endorsement incorrect or payment stopped. These charges are to compensate for the additional administrative expenses associated with these accounts. (D)

Information regarding Late Payment of Service and Returned Check Charge is available at Fidelity's website: (D) (N)

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

28. PAY BY PHONE CONVENIENCE FEE

Information regarding Pay by Phone Convenience Fee is available at Fidelity's website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

(D) (N)

29. BILL REPRINT SERVICE

Bills from the Company may be requested to be reprinted on an exception basis. A service charge of \$5.00 will be added per request. This fee will be waived if the customer requests the bill within 30 days of the issuance of the original bill or find a discrepancy in the Company billing.

30. LINE TRAP SERVICE

Line trap service provides the capability of capturing and recording the telephone number of the calling party for each local telephone call to the customer's telephone number. Information relating to the calling party's number and the time of the call is captured by telephone company switching equipment and is provided to a local law enforcement agency. Line traps will not be installed unless requested by the customer or by a law enforcement agency of the local, state, or federal government. Results of the line trap will only be disclosed to appropriate law enforcement agencies in accordance with applicable law. A trap will be established for a maximum period of fifteen days after which it will be removed unless requested by the customer to remain. One free trap per year will be established for a customer. If the customer requests an extension of the trap beyond the fifteen day period or if the customer requests a new trap within one year of requesting the initial trap, a charge of \$10.00 will apply for each fifteen day period or portion thereof. (D)

GENERAL EXCHANGE SERVICES

30. DIRECTORY LISTINGS

A. GENERAL

1. The following rates are applicable to the alphabetic (i.e. “white pages”) section of the telephone directory for business and/or residence customers.

B. RATES

Monthly Rate

- |  |        |     |
|--|--------|-----|
| 1. Primary Listings (See Condition 1)          |        |     |
| 2. Additional Line of Information, per listing |        |     |
| a. Business                                    | \$ .50 | (D) |
| 3. Additional Directory Listings               |        |     |
| a. Business                                    | 3.00   | (D) |
| 4. Non-published Service, per listing          |        |     |
| a. Business                                    | 3.00   |     |
| b. Residence                                   | 3.00   |     |
| 5. Non-listed Service, per listing             |        |     |
| a. Business                                    | 3.00   |     |
| b. Residence                                   | 3.00   |     |

C. CONDITIONS

1. A primary listing is furnished as part of the rate for local exchange telephone service. The primary listing may include the name, address and telephone number of:
  - a. The individual, organization, firm, or corporation contracting for the service or which is the joint user (business only), or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the listing may be in the name of the second party.
  - b. The same surname with no more than two individual given names. Each given name for the purposes of this tariff is defined as any combination, not to exceed two of the following:
    - 1) First name
    - 2) Middle name
    - 3) Initial
    - 4) Nickname
    - 5) Maiden name

\*Directory Services are competitive services pursuant to § 392.361.8, RSMo.

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Phoenix, AZ 85012

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GENERAL EXCHANGE SERVICES

30. DIRECTORY LISTINGS Cont'd)\*

C. CONDITIONS (Cont'd)

1. (Continued)

- c. An additional listing reversing the order of the individual's given names in b. above, may be provided at the rates for additional listings, shown in B. Rates above.
- d. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises access lines located on other premises occupied solely by the customer.
  - 1) Additional listings may be furnished with business service for persons who occupy the same premises at the rates shown above. (See "Joint-User Service"). (D)
- e. Non-published service is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - 1) When non-published service is to be furnished, the customer will hold the company harmless from any damages that might arise and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published listing. (T)
  - 2) The rate for non-published service is specified in B. Rates above.
  - 3) The charge will not apply to non-published numbers for customers having other listed services.
- f. Non-listed service is the omission of a customer's listing from the telephone directory only. It may be obtained from the directory assistance operator.
  - 1) The charge will not apply to non-listed numbers for customers having other listed service.

\*Directory Services are competitive services pursuant to § 392.361.8, RSMo.

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210 E. Earll Drive  
Phoenix, AZ 85012

GENERAL EXCHANGE SERVICES

30. DIRECTORY LISTINGS (Cont'd)\*

C. CONDITIONS (Cont'd)

1. (Continued)

- g. The charge for additional, nonlisted or nonpublished listings begins on the day the directory assistance records are posted.
- h. The length of the contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customer, unless the listing no longer serves the customer because of disconnection, removal, etc., of the service.
- i. Listings will be limited to such information as is necessary for proper identification.
- j. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
- k. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

\*Directory Services are competitive services pursuant to §392.361.8 RSMo. 2008.

(N)

(N) New text

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Issued by:

Dave Beier  
Vice President-Regulatory  
64 North Clark  
Sullivan, MO 63080

Filed  
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Service Commission  
JI-2009-0518

FORM NO. 13

P.S.C.MO. No. 1

4th

~~Original~~ SHEET No. 14  
~~Revised~~

Cancelling P.S.C.MO. No. 1

3rd

~~Original~~ SHEET No. 14  
~~Revised~~

Fidelity Telephone Company  
Name of Issuing Corporation

For

All Exchanges  
Community, Town or City

RULES AND REGULATIONS

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month day year

DATE EFFECTIVE JAN 1 1988  
month day year

ISSUED BY T. E. Troughton  
name of officer

Vice-President  
title

Sullivan, MO  
address

**RULES AND REGULATIONS**

MISCELLANEOUS EQUIPMENT

1. Omitted for future reference
2. Omitted for future reference
3. Omitted for Future Reference

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APR 15 1997

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Fidelity Telephone Company  
of Sullivan, Missouri

P.S.C. MO. NO. 1  
4th Revised Sheet No. 15.1  
Cancels 3rd Revised Sheet No. 15.1

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JAN 15 1997

4. Omitted for Future Use

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Issued: January 17, 1997

Kent Bliss  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

Effective: April 15, 1997

RULES AND REGULATIONS  
MISCELLANEOUS EQUIPMENT

5. Move and Change Charges

Information regarding Move and Change Charges is available at Fidelity's website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

(D) (N)

(D) (N)

6. Reconnection Charge

Information regarding Reconnection Charge is available at Fidelity's website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

(D) (N)

(D) (N)

(D)



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- 7. Held for future use
- 8. Held for future use
- 9. Held for future use
- 10. Held for future use
- 11. 700, 900 AND 976 BLOCKING SERVICE

**A. GENERAL**

700, 900 and 976 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which the 700, 900 and 976 NPA must be dialed.

The service is classified as a local exchange telecommunications service.

**B. CONDITIONS**

- 1. The Company's obligation to furnish network facilities for 700, 900 and 976 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
- 2. 700, 900 and 976 Blocking Service is available only for blocking access to all 700, 900 and 976 NPA telephone numbers from a particular network access line, and not for blocking access to a specific 700, 900 and 976 NPA telephone number.

**C. RATES AND CHARGES**

- 1. The charges as stated in this section are applicable to the initial line blocked and each additional line is subject to an additional charge as follows:

	Nonrecurring
	<u>Charge</u>
Business, 1st access line	\$10.00
Business, per additional line	4.00
Residence	-

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- 2. If 700, 900 and 976 Blocking Service are ordered at the same time only one Nonrecurring Charge applies.

RULES AND REGULATIONS

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12. Service Restrictions

12.1 Toll Access Restriction

MO. PUBLIC SERVICE COMM

- A. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Three options are available to the customer:
1. Restriction of 1+ calls only.
  2. Restriction of 1+ calls and 0+ and 0- (operator handled) calls, except 8XX IN-WATS.
  3. Restriction of 1+, 0+, 0- and 8XX IN-WATS where facilities allow.
- B. Restriction of 0+ and 0- operator handled calls prevents the customer from dialing a long distance telephone number or telephone operator for any purpose including for emergency or telephone assistance purposes. The Company shall not be liable to the customer or any third party for any and all claims, losses or damages caused by the restriction to any toll service.
- C. Customers must apply in writing for the establishment of Toll Access Restriction.
- D. The appropriate non-recurring charges will apply to establish service.
- E. Rates

Toll Access Restriction (any option)

No Charge

FILED

JAN -1 1998

MISSOURI

Public Service Commission  
Effective: January 1, 1998

\* Indicates new rate or text  
+ Indicates change

Issued: November 24, 1997

Kent Bliss  
Vice President Finance  
64 North Clark  
Sullivan, Missouri 63080

**RULES AND REGULATIONS  
MISCELLANEOUS EQUIPMENT**

12. Installation Charges

Information regarding Installation Charges is available at Fidelity's website:

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)

(D) (N)  
|  
(D) (N)

13. Demarcation Point

The point of connection, provided and maintained by the telephone utility to which the inside station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be immediately adjacent to the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by, and remain the property of, the telephone utility.

(D)

## RULES AND REGULATIONS

### LIFELINE SERVICE

#### A. General Regulations

(T)

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

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows: <http://www.fidelitycommunications.com/>.

#### Disabled Service

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

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows: <http://www.fidelitycommunications.com/>.

(T)

Fidelity Telephone Company  
for all Exchanges

P.S.C. MO. NO. 1  
4<sup>th</sup> Revised Sheet No. 16.1  
Cancels (see below)

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

3<sup>rd</sup> Revised Sheet No. 16.1  
3<sup>rd</sup> Revised Sheet No. 16.2  
3<sup>rd</sup> Revised Sheet No. 16.3  
2<sup>nd</sup> Revised Sheet No. 16.4  
Original Sheet No. 16.5  
Original Sheet No. 16.6

(N)

(N)

(D)

(D)

Issued: December 1, 2016  
Issued By:

Jason Ross  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

Effective: December 2, 2016

FILED  
Missouri Public  
Service Commission  
JI-2017-0113

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
4<sup>th</sup> Revised Sheet No. 17  
Cancels 3<sup>rd</sup> Revised Sheet No. 17

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

3<sup>rd</sup> Revised Sheet No. 17  
Original Sheet No. 17.1

**HOLD FOR FUTURE USE**

(N)  
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(N)  
(T)  
(D)  
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(D)

FILED - Missouri Public Service Commission - 12/01/2024 - JI-2025-0071

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Issued: November 7, 2024

Effective: December 1, 2024

Issued by: Tariff Administrator  
210 E. Earll Drive  
Phoenix, AZ 85012

Fidelity Telephone Company  
Name of Issuing Corporation

For All Exchanges

Community, Town or City

RECEIVED

General Private Line Services  
Local and Station Equipment

DEC 12 1986

Local channels may be furnished subject to the availability of facilities for various purposes as follows: Public Service Commission

- 1. Private line and teletypewriter local channels for connection with interexchange facilities including connection to a private branch exchange if appropriate to any location within base rate area - 1 party business telephone rate  
Installation charge - \$6.00

Moves and changes same as 1 party business access line.

Where local channel extends beyond the base rate area excess mileage charges will apply.

- 2. Channels for program transmission, non-equalized, where both terminals of the channel are within the operating territory of the telephone exchange.
 

Per month or less 1st 1/4 mile	3.00
Each additional 1/4 mile	1.00
Installation charge	7.50

FILED  
JAN 1 1987  
TA0877  
Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE December 9, 1986  
month day year

DATE EFFECTIVE January 1, 1987  
month day year

ISSUED BY John T. Davis name of officer

President title

Sullivan, MO address

Fidelity Telephone Company

2nd Revised Sheet No. 19

Replaces

1st Revised Sheet No. 19

DIRECT INWARD DIAL (DID) PBX STATION NUMBERS, TRUNKING, AND COMMON EQUIPMENT

RECEIVED

A. GENERAL

FEB 23 1990

1. Direct Inward Dialing (DID) permits incoming dialed calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant.   
*Public Service Commissioner*
2. This service is subject to the availability of existing equipment and facilities. Construction charges will apply if additional equipment or facilities are required in the Central Office to provide this service. When equipment or service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case shall apply.
3. Nondigital Central Offices  
  
The Telephone Company assigns station numbers for DID in blocks of 100 numbers in all nondigital central offices. When additional numbers are required, they will be made available as soon as the Telephone Company has equipment available for this purpose. The Telephone Company cannot guarantee that station numbers will be made available in all cases.
4. Digital Central Offices  
  
The Telephone Company assigns station numbers for DID in blocks of 20 numbers in all digital central offices.
5. Customers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.
6. The rates and charges specified are in addition to the applicable trunk rate or other rates and charges for other services or facilities with which this service is associated. It is the customer's responsibility to ensure that the CPE selected is compatible to operate with DID service.

FILED

\* Indicates new rate or text  
+ Indicates change

MAR 1 1990  
89-159  
Public Service Commission

Issued: 2/23/90

Effective: 3/1/90

Kip Hendrickson  
Assistant V.P. Finance  
64 N. Clark St.  
Sullivan, MO 63080



DIRECT INWARD DIAL (DID) PBX STATION NUMBERS TRUNKING, AND  
COMMON EQUIPMENT (continued)

## B. RATES

	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. Nondigital Central Offices- Block of 100 Seven-Digit numbers for Direct Inward Dial Station Numbers Assigned, each Block	\$235.00	\$15.00
2. Digital Central Office- Block of 20 Seven-Digit Numbers for Direct Inward Dial Station Numbers Assigned, each Block	\$ 70.00 (I)	\$15.00
3. First block of 100 Seven- Digit Numbers for Inward Dial Station Numbers Assigned, each Block	\$265.00 (I)	\$15.00
Additional block of 100 Seven-Digit Numbers for Inward Dial Station Numbers Assigned	\$ 60.00 (I)	\$15.00

(I) Increase in rate

---

 Issued: April 21, 2004  
 Issued By:

 Effective: May 21, 2004  
 Dave Beier, Vice President-Regulatory  
 64 N. Clark  
 Sullivan, MO 63080

RULES AND REGULATIONS  
FOREIGN EXCHANGE SERVICE

I. General Regulations

RECEIVED

MAY 2 1988

MISSOURI

Public Service Commission

A. Foreign exchange service is exchange service furnished to a subscriber from a central office of an exchange other than the one that normally serves the area in which the subscriber is located.

(C)

(C)

B. For the purpose of this tariff, the term, "Foreign Exchange", shall mean the exchange from which the foreign exchange service dial tone is furnished. The term, "Normal Exchange", shall mean the exchange normally serving the area in which the subscriber's premise is located.

(N)

(N)

C. Foreign exchange service does not come within the Telephone Company's general undertaking, nor does the Telephone Company obligate itself to furnish such service generally; but will do so, at its option, where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.

(T)

D. Foreign exchange service will be furnished to exchanges within the same LATA as the normal exchange.

(N)

E. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence service. The service will be furnished only at one location or premises for each channel or circuit.

(N)

F. Where the normal exchange is operated by this Telephone Company, foreign exchange service is furnished only on the condition that the applicant is a subscriber to individual line business or residence service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a foreign exchange service subscriber discontinues normal

(T)

Issued: 5/2/88

Issuing Officer:  
Terry Troughton, Vice President  
64 North, Clark  
Sullivan, MO 63080

Effective: 7/1/88

FILED

JUL 1 1988  
84-222 et al.  
Public Service Commission

Fidelity Telephone Company

2nd Revised Sheet 21  
Canceling 1st Revised Sheet 21  
For All Exchanges

**RULES AND REGULATIONS  
FOREIGN EXCHANGE SERVICE**

**RECEIVED**

**MAY 2 1988**

FOREIGN EXCHANGE SERVICE (Cont'd)

**MISSOURI  
Public Service Commission**

exchange service, the normal exchange shall immediately notify such foreign exchange subscriber and foreign exchange business office, that the foreign exchange service may be discontinued ten (10) days thereafter.

G. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.

(T)

H. Foreign exchange service will be furnished at the rates outlined hereafter, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses, and/or other special considerations are incurred in making such service available, the subscriber may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.

(T)  
(T)

I. No off premise extensions will be furnished in connection with foreign exchange service.

(N)  
(N)

J. The use of the service is limited to the subscriber and his employees for business purposes, and in the case of residence service, to the members of his immediate household. Foreign exchange service calls will be further limited to calls within the local calling area (including any EAS locations) of the foreign exchange. If any subscriber to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, and/or making toll calls through the foreign exchange, such subscriber and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.

(N)  
(N)  
(C)  
(C)

Issued: 5/2/88

Issuing Officer:  
Terry Troughton, Vice President  
64 North, Clark  
Sullivan, MO 63080

Effective: 7/1/88

**FILED**

**JUL 1 1988**  
*84-222 et al.*  
**Public Service Commission**

REC'D SEP 11 1998

1st Revised Sheet 21.1  
Cancels Original Sheet 21.1  
For All Exchanges

Fidelity Telephone Company

RULES AND REGULATIONS  
FOREIGN EXCHANGE SERVICE

FOREIGN EXCHANGE SERVICE (Contd.)

2. Rates

- A. Rates for foreign exchange service will include rates for local service at the foreign exchange, rates for private line service from the foreign exchange to the subscriber location in the normal exchange, and supplemental charges as outlined below.
- B. The charge for local service at the foreign exchange is the established monthly service rate, and non-recurring service connection charge of the foreign exchange for the grade of service (individual line business or residence, or PBX and PABX trunks) with which the foreign exchange service is to be associated.
- C. The charges for private line service from the foreign exchange to the subscriber location in the normal exchange will be as follows:
  - 1. For private line facilities provided by this Telephone Company, the rates outlined in this Telephone Company's private line tariff will apply.
  - 2. Where all or a portion of the private line facilities are furnished by another telephone company, charges for those facilities shall apply as specified in the regulations of such participating company.

D  
|  
D

Issued: September 11, 1998

Issuing Officer:  
John Davis  
64 North Clark  
Sullivan, Missouri 63080

Effective: November 1, 1998

Missouri Public  
Service Commission  
98-344  
FILED NOV 01 1998

Fidelity Telephone Company  
Name of Issuing Corporation

For All Exchanges

Commodity, Term or City

**RECEIVED**

Rules and Regulations

**MAY 2 1973**

**MISSOURI  
Public Service Commission**

1.1 INSTALLATION OF TELEPHONE LINES WITHIN THE DIVISION (1), TELEPHONE LINES CONSTRUCTED, INSTALLED AND OWNED BY UTILITIES IN SUBDIVISIONS SHALL BE INSTALLED UNDERGROUND.

1.1.1 The following definitions are used in this section of the tariff:

**APPLICANT:** The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.

**BUILDING:** A single structure roofed and enclosed within exterior walls, built for permanent use, erected, framed of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile home).

**SUBDIVISION:** A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.

1.1.2 The Telephone Company upon receipt of the applicant's proper application will install an underground telephone system with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. **JUN 5 1973**

(1) This section is filed pursuant to and as required by the Commission General Order #55, ordered in Case 17519, effective January 23, 1973.

\* Indicates new rate or text  
+ Indicates change

**FILED**  
**Public Service Commission**

DATE OF ISSUE March 8, 1973  
month day year

DATE EFFECTIVE JUN 5 1973  
month day year

ISSUED BY [Signature]  
Name of official

President Sullivan, Mo.  
Title address

Fidelity Telephone Company  
Name of Issuing Corporation

For \_\_\_\_\_

All Exchanges  
Covers \_\_\_\_\_  
**RECEIVED**

**MAY 2 1973**

Rules and Regulations

**MISSOURI**  
**Public Service Commission**

1.1.2 (Cont.) provision of the underground telephone system will be provided at no charge except where a charge is permitted under Paragraphs 1.1.4 and 1.1.6 of this section of the Tariff. Temporary service is provided under Paragraph 1.1.5 of this section of the Tariff.

1.1.3 **RIGHTS-OF-WAY AND EASEMENTS**

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

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

**FILED**  
**JUN 5 1973**  
**Public Service Commission**

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE March 8, 1973  
month day year

DATE EFFECTIVE JUN 5 1973  
month day year

ISSUED BY [Signature]

President Sullivan, No.

Fidelity Telephone Company

Name of Issuing Corporation

For All Exchanges

Community, Town, or City

**RECEIVED**

Rules and Regulations

MAY 2 1973

**MISSOURI  
Public Service Commission**

1.1.4 ADVANCE PAYMENTS

- A. Where, due to the manner in which a subdivision is developed, the Telephone Company is required to construct an underground telephone distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Telephone Company may require an advance payment equal to the estimated cost of construction from the applicant before construction is commenced. If in the judgment of the Telephone Company an advance is required under the above described conditions, the Telephone Company has the right to refuse installation of the underground system until the required advance is paid to the Telephone Company.
- B. If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.
- C. Any portion of an advance remaining unrefunded ten years from the date the Telephone Company is first ready to render service with the extension will be retained by the Telephone Company and credited to the appropriate construction account.

**FILED**

JUN 5 1973

**Public Service Commission**

1.1.5 TEMPORARY FACILITIES

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

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE March 8, 1973

month day year

DATE EFFECTIVE JUN 5 1973

month day year

ISSUED BY [Signature]

President Sullivan, W.

Fidelity Telephone Company  
State of Missouri Corporation

For \_\_\_\_\_

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 11/19/83 BY SP-10/BJC/STP

MAY 2 1973

MISSOURI

Public Service Commission

Rules and Regulations

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

1.1.6 SPECIAL CONDITIONS

- A. In circumstances, where the application of these rules appears impracticable or unjust to applicant or the Telephone Company, or discriminatory to other customers, e.g., difficult rock conditions, the Telephone Company or applicant shall refer the matter to the Missouri Public Service Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.
- B. In the event of a conflict between this tariff and the company's existing tariffs, then the provisions of this tariff will apply.

FILED

JUN 5 1973

Public Service Commission

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE March 8, 1973

DATE EFFECTIVE JUN 5 1973

APPROVED BY [Signature]  
Secretary of Missouri

President Sullivan, Mo.



P.S.C. Mo.-No. 1

Fidelity Telephone Company

2nd Revised Sheet 26  
Cancels 1st Revised Sheet 26  
For All Exchanges

RULES AND REGULATIONS

Reserved For Future Use

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MAY 2 1988

MISSOURI  
Public Service Commission.

(D)

(D)

Issued: 5/2/88

John T. Davis, President  
64 North Clark  
Sullivan, Missouri 63080

Effective: 7/1/88

FILED

JUL 1 1988  
84-222 et al  
Public Service Commission

FORM NO. 13

P.S.C.MO. No. 1

1st Revised Sheet No. 26.1

Cancelling P.S.C.MO.No. 1

Original Sheet No. 26.1

Fidelity Telephone Company  
Name of Issuing Corporation

For \_\_\_\_\_  
Community, Town, or City

<u>RULES AND REGULATIONS</u>	
Held for future use	<del>RECEIVED</del> AUG 10 1987 MISSOURI Public Service Commission
<b>FILED</b> SEP 10 1987 Public Service Commission	
*Indicates new rate or text †Indicates change	

DATE OF ISSUE August 10, 1987  
month day year

DATE EFFECTIVE September 10, 1987  
month day year

ISSUED BY T.E. Troughton  
name of officer

Vice President  
title

Sullivan, Mo  
address

SMARTFEATURES SERVICES

RECEIVED

JAN 15 1997

A. General Regulations

SmartFeatures Services are optional telephone services individually described in these services allow customers to efficiently manage the call flow generated by their Missouri Public Service Commission Access Line(s). SmartFeatures Services are subject to the availability of facilities and compatibility with central office equipment, customer access line and premises equipment. SmartFeatures Services will be furnished only at locations where adequate and suitable facilities are available to residential and business customers, excluding some multi-line hunting arrangements. SmartFeatures Services are not available to customers having Payphone service, Mobile, Remote Switching System WATS, Centrex telephone services and trunk facilities associated with Direct Inward Dialing. When multiple services are activated on the same line, certain services may take precedence over others.

B. Service Descriptions

1. Call Forwarding - Enables customer to redirect all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for payment of all charges (e.g., toll charges) for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded. This service uses a courtesy call to notify a party at the "forward to number" that the customer will be forwarding calls to their number.
2. Call Forwarding with Remote Activation - Provides a customer that also subscribes to Call Forwarding service the ability to activate, deactivate or change the Call Forwarding feature from a remote location by dialing a Telephone company-provided remote access number. This feature can only be activated by using a touch tone telephone. Any charges incurred in accessing remote number will be billed as appropriate.
3. Call Forwarding/Busy Line - Allows incoming calls that encounter a busy condition to be automatically forwarded to a predesignated telephone number with the exchange, the Long distance Telecommunications Network or to Voice Mail service. The Call Forwarding customer is responsible for the payment of all charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

FILED

APR 15 1997

MO.PUBLICSERVICECOMM

Issued: January 17, 1997

Kent Bliss  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

Effective: April 15, 1997

**SMARTFEATURES SERVICES**

**B. Service Descriptions (Cont'd)**

4. Call Forwarding/Don't Answer - Allows incoming calls which are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange, the Long Distance Telecommunications Network or to Voice Mail service. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.
  
5. Call Forwarding/Busy Line/Don't Answer - Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange, the Long Distance Telecommunications Network or Voice Mail service. The Call Forwarding customer is responsible for all charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.
  
6. Remote Call Forwarding – Automatically redirects, all incoming calls placed to a designated telephone number, to a predesignated number within the exchange or on the Long Distance Telecommunications Networks. The Remote Call Forwarding customer is responsible for the payment of all charges (e.g., toll charges) for each call between his Remote Call Forwarding number and the telephone to which the call is being forwarded.
  
- 6.a. Call Transfer allows an end-user to transfer an incoming call to any telephone number that can be directly dialed, including long distance, and hang up without disconnecting the call. The end-user that transfers the call is responsible for applicable toll charges incurred from the time the original call is transferred to the third party. (N)  
 |  
 (N)
  
7. Selective Call Forwarding – Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Telephone Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. Selective Call Forwarding customers are responsible for the payment of charges (e.g., toll charges) for each call between their line and the telephone numbers to which the call is being forwarded.
  
8. Call Waiting – Alerts a customer using his telephone that another caller is trying to reach him. Call Waiting customers may deactivate Call Waiting for the duration of one call by dialing a code. Call Waiting is automatically reactivated for the next originating or terminating call.

Issued: October 29, 2003

Effective: November 28, 2003

Issued By:

Dave Beier, Vice President - Regulatory  
 Fidelity Telephone Company  
 64 N. Clark  
 Sullivan, MO 63080

Fidelity Telephone Company

3rd Revised Sheet No. 28.1  
Replaces 2nd Revised Sheet No. 28.1

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SMARTFEATURES SERVICES

JUL 26 1996

B. Service Descriptions (Cont'd)

MISSOURI  
Public Service Commission

9. Multi-Distinctive Ring - Allows a customer to establish up to four telephone numbers on the same local exchange access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the Primary Number and additional associated telephone numbers are called Distinctive Ring Numbers (DRN). A customer may subscribe to a maximum of three Distinctive Ring Numbers. The standard ringing pattern is provided for the Primary Number. Distinctive ringing is provided for each Distinctive Ring Number.
  - a. The Primary number is the telephone number associated with the access line and therefore is allowed direct-dialed Directory Assistance calls in accordance with the Directory Services Section of this Tariff. No additional call allowances are provided with Personalized Ring.
  - b. One directory listing is provided for each telephone number associated with Distinctive Ring Service. Additional listing rates shown in the Directory Listings section of this Tariff apply to primary and Distinctive Ring numbers. NonListed Service and NonPublished Service is available for all telephone numbers associated with Distinctive Ring.
  - c. Some customer provided terminal equipment may not recognize the distinctive ringing patterns associated with this service.
  - d. Multi-Distinctive Ring customers who subscribe to Call Forwarding can choose one of two forwarding arrangements. The first arrangement forwards the Distinctive Ring number(s) along with the Primary number when it is forwarded. The second arrangement provides no forwarding of the Distinctive Ring numbers(s). A forwarding arrangement must be selected at the time Multi-Distinctive Ring is ordered. If a customer later requests a change in forwarding, the Multi-Distinctive Ring Service installation charge will apply.
  - e. If a number change is requested by the customer, for a Distinctive Ring number, the Distinctive Ring Service installation charge will apply.

FILED

AUG 23 1996

Issued: July 26, 1996

Effective: August 26, 1996

MO. PUBLIC SERVICE COMM

Kent Bliss  
Vice President - Revenues  
64 N. Clark  
Sullivan, MO 63080

**SMARTFEATURES SERVICES****B. Service Descriptions (Cont'd)**

10. Three-Way Calling – Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.
- 10.a. Six-Way Calling enables a customer to establish a multi-party conference (up to 6 participants) without the aid of an operator. Conferences are initiated via dialed access code. Additional parties (up to 5) are then added by dialing their telephone numbers. The initiating caller is responsible for all appropriate toll charges. (N)
11. Speed Calling – Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The 8-code capacity and/or the 30-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.
12. Automatic Callback – Enables the customer to automatically redial the telephone number of the last incoming call whether the call was answered or not. If that telephone number is busy, the Telephone Company's equipment begins a queuing process, where it will keep trying to call the number being redialed for up to thirty minutes. When the line becomes available the Automatic Callback subscriber is notified by a distinctive ring. When the subscriber picks up the telephone, the call is automatically placed. (N)
13. Automatic Redial – Enables the customer to automatically redial the telephone number of the last outgoing telephone number. If the redialed number is busy, the Telephone Company's equipment begins a queuing process, where it will keep trying to call the number being redialed for up to thirty minutes. When the line becomes available the Automatic Redial subscriber is notified by a distinctive ring. When the subscriber picks up the telephone, the call is automatically placed.
14. Basic Home Intercom Service – Allows customers with an individual residence or business line to provide an intercom system between their telephones. This is accomplished by the customer dialing his/her own number and hanging up the receiver. All telephone numbers at that number will then ring and when one of the other telephone numbers goes off-hook, the initiator of the call can go off-hook and engage in conversation.

Enhanced Home Intercom Service – Enables single line customers to set up internal (intercom) communications between multiple telephone extensions. The customer establishes intercom calls by dialing a code and hanging up the telephone handset. The code activates distinctive ringing to alert intercom users of an intercom call.

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Issued: February 4, 2003

Effective: March 6, 2003

Issued By:

Dave Beier, Vice President - Regulatory  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

SMARTFEATURES SERVICES REGD JUL 30 2002

B. Service Descriptions (Cont'd)

**Service Commission**

14. Basic Home Intercom Service (Cont'd)

- a. If Home Intercom Service and Call Waiting are on the same line, the Call Waiting feature is deactivated for the duration of the intercom connection. During this time, any incoming call will receive a busy signal.
- b. Some customer-provided terminal equipment may not recognize the distinctive ringing patterns associated with this service.

15. Hot Line-Automatically routes the customer's telephone to a predetermined trunk or telephone number when the handset is removed. The Hot Line is routed immediately after picking up the handset.

16. Caller ID Service – Caller ID Service is the general category of the following services which assist customers in the management of incoming calls:

- a. Calling Number Delivery-allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number of an incoming call before answering. During the time the incoming call is placed, the calling number is forwarded from the Telephone Company, to a compatible Customer Premises Equipment (CPE) Display Unit associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.
- b. Calling Number Delivery-allows the subscriber, with the use of a display phone or adjunct display device, to view the name and number of the calling party. During the time the incoming call is placed, the calling name and number are forwarded from the Telephone Company, to a compatible Customer Premises Equipment (CPE) Display Unit associated with the customer's local exchange service. The caller name and number are then delivered to the display device during the first silent interval of ringing.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, at its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions, or mistakes. The Company's sole and only obligation shall be to correct errors in names when notified in writing of such errors.

The calling telephone name and number is not available from calls made from most cellular phones or units and currently from some interexchange carriers and other local exchange carrier calls. The calling name and number are also not available when incoming calls have been handled by an operator or charged to credit cards. Name and number delivery for calls originated from a PBX will display the main PBX name and number only.

(N)  
|  
(N)

Issued: July 30, 2002

Effective: August 29, 2002

Issued By:  
Dave Beier, Vice President – Regulatory  
64 N. Clark  
Sullivan, Missouri 63080

Missouri Public

FILED AUG 29 2002

Service Commission

SMARTFEATURES SERVICE

B. Service Descriptions (Cont'd)

16. Caller ID Service (Cont'd)

- c. Caller ID Blocking – Any subscriber may prevent the delivery of their telephone number and/or calling name to the called party by dialing an access code (\*67 on their Touch-Tone pad or 1167 from a rotary telephone) 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 name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and/or telephone number.

Per line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, 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 with the Telephone Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

Per line blocking for the delivery of the calling name and/or number is available upon request to all others at the rate specified on sheet 28.7 of this tariff.

(N)  
|  
(N)

Line blocking customers can unblock their calling name and/or number information on a call basis, at no charge, by dialing an access code (\*82 on their Touch-Tone pad or 1182 from a rotary phone).

- d. Caller ID Service is not available with distinctive ringing services having a silent interval length insufficient for calling name and/or number transmission. Caller ID Service is not capable of identifying specific stations or extensions served by CPE. The main directory number will be displayed.

(N) New Text

Issued: January 27, 2012  
Issued By:

Dave Beier  
Vice President – Regulatory  
64 N. Clark  
Sullivan, MO 63080

Effective: February 26, 2012

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Missouri Public  
Service Commission  
Case Number



Fidelity Telephone Company

Original Sheet No. 28.5

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SMARTFEATURES SERVICES

JUL 26 1996

B. Service Descriptions (Cont'd)

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Public Service Commission

16. Caller ID Service (Cont'd)

- e. Caller ID Service information may not be sold or given to another party without the caller's consent. Calling name and number information may only be used for: (a) routing or completion of calls, (b) billing of calls, (c) account management purposes, (d) services directly related to the call or transaction, (e) verification of calling party identity and (f) marketing products or services that are directly related to those previously acquired by the customer from the name and number delivery services subscriber. This applies if the name and number delivery service subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.
- f. In addition to the other provisions specified in this section, Fidelity Telephone Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

17. Selective Call Acceptance - Enables the customer to selectively accept incoming calls, through a predesignated list of telephone numbers. All incoming calls not on the customer's Selective Call Acceptance list will be forwarded to a Telephone Company announcement, informing the caller that the customer is not receiving calls at this time. If the customer has a call forwarding feature, these screened calls may be forwarded to another telephone number or to a voice mail system.

18. Selective Call Rejection - Enables the customer to reject calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To reject specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Callers whose telephone numbers are blocked are directed to a Telephone Company recorded announcement that informs them that the customer is not receiving calls at this time.

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AUG 23 1996

Issued: July 26, 1996

Effective: August 26, 1996 MISSOURI PUBLIC SERVICE COMMISSION

Kent Bliss  
Vice President - Revenues  
64 N. Clark  
Sullivan, MO 63080

SMARTFEATURES SERVICES

B. Service Descriptions (Cont'd)

- 19. Selective Distinctive Alert-Provides the customer with a distinctive ring and Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.
- 20. Customer Originated Trace-Enables the customer to initiate an automatic trace of the last incoming call received, regardless of the time lapse since that call, providing there have been no intervening outgoing calls. This service is activated by the customer dialing an access code. If a trace is successful, the Telephone Company's equipment will record the incoming call detail (not the conversation). The results of the trace will not be provided to the customer directly. For further action to be taken, the customer should follow the instructions received after successful trace activation.
- 21. Unidentified Call Rejection-Enables the Customer the ability to automatically reject calls if the calling number has been marked private. The customer will only receive calls for which the identity of the calling party is available. If facilities are unavailable to provide incoming call screening, standard call completion will occur. Callers whose numbers have been marked private will be directed to Telephone Company equipment which announces that the called party is not accepting calls from parties with private numbers. The called party is not alerted when calls are directed to the Telephone Company announcement.
- 22. Call Forwarding variable Feature Button – Allows calls attempting to terminate to a Directory Number (DN) to be redirected to another DN without regard to the busy/idle status of the called DN. The subscriber is only required to activate and deactivate the forwarding function, the forward-to DN is preset in the switch when the feature is assigned. The preset DN is changeable via dialed access code. The Call Forwarding Variable Feature Button is activated and deactivated by use of a dialed access code.
- 23. Shared Call Appearance – Lets you have a phone that shows other people's numbers and lets you answer their line. (N)

C. Rates

Service charges may apply. Additional service charges do not apply when establishing basic local exchange service or when adding SmartFeatures Services within ninety days of the date when these services first become available in an exchange. The charges below are per line.

	S&E Code	Monthly Rate Bus. Or Res.	Installation Charge
1. Call Forwarding	01045	\$3.00 (I)	\$6.25
2. Call Forwarding with Remote Activation	01046	3.00	6.25
3. Call Forwarding/Busy Line	01047	1.25 (I)	6.25
4. Call Forwarding/Don't Answer	01048	.75	6.25
5. Call Forwarding/Busy Line Don't Answer	01049	1.00	6.25

(N) New service

Issued: January 7, 2011  
 Issued By:

Dave Beier, Vice President-Regulatory  
 64 N. Clark  
 Sullivan, MO 63080

Effective: February 6, 2011

FILED  
 Missouri Public  
 Service Commission  
 JI-2011-0346

## C. Rates (Cont'd)

		<b>S&amp;E Code</b>	<b>Monthly Rate Bus. Or Res.</b>	<b>Installation Charge</b>
6.	Remote Call Forwarding	01051	10.00	6.25
6.a.	Call Transfer		5.00	6.25
7.	Selecting Call Forwarding	01052	2.50	6.25
8.	Call Waiting	01035	3.25	6.25
9.	Multi-Distinctive Ring			
	One DRN	01081	3.00	6.25
	Two DRN	01082	5.00	6.25
	Three DRN	01083	7.00	6.25
10.	Three-Way Call	01055	2.00	6.25
10.a.	Six-Way Call			
	Residential		5.00	6.25
	Business		7.00	6.25
11.	Speed Calling			
	8 Number	01065	2.00	6.25
	30 Number	01070	2.50	6.25
12.	Automatic Call Back	01061	3.25	6.25
13.	Automatic Redial	01062	2.50	6.25
14.	Home Intercom			
	Basic	01063	1.00	6.25
	Enhanced	01064	2.00	6.25
15.	Hot Line	01084	2.50	6.25
16.	Caller ID			
	Number Delivery	01103	6.00	6.25
	Name Delivery-			
	Residential	01104	7.50	6.25
	Name Delivery-			
	Business	01106	12.00	6.25
	Per Line Blocking		5.00 (N)	6.25 (N)
17.	Selective Call Acceptance	01037	2.50	6.25
18.	Selective Call Rejection	01038	3.25	6.25
19.	Selective Distinctive Alert	01039	2.50	6.25
20.	Customer Originating Trace	01042	8.00*	
21.	Unidentified Call Rejection		2.00	6.25
22.	Call Forwarding Variable			
	Feature Button		8.25	6.25

(N) New Text and Rate

\*Per Successful Activation

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Issued By:

Dave Beier, Vice President-Regulatory  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

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JI-2012-0359

SMARTFEATURES SERVICES

C. Rates (cont'd)

	<u>S&amp;E Code</u>	<u>Monthly Rate Bus. or Res.</u>	<u>Installation Charge</u>	
23. Economy Package (Call Waiting, Call Forwarding, Three-Way Calling And Speed Call-8)		\$7.95	\$6.25	
24. Reserved for future use.				
24.a. Fab Four (Call Waiting, Call Forwarding, Caller ID with Name/Number and Unidentified Call Rejection)		\$10.95	\$6.25	
25. The Ultimate (Call Waiting, Call Forwarding with Remote Activation, Three-Way Calling and Speed Call-8, Automatic Redial, Selective Call Rejection and Caller ID-Number Delivery)		\$11.95	\$21.00	
26. Shared Call Appearance 1		\$ 5.00	\$25.00	(N)
Shared Call Appearance 5+		\$10.00	\$20.00	(N)
Application of Installation Charges				

1. When SmartFeatures Services are provided in conjunction with the establishment of exchange telephone service or a change which involves a line connection service charge, the \$6.25 installation charges quoted above do not apply.
2. The \$6.25 charge will be applied only once, for each line arranged, even if two or more features are added.
3. When an existing SmartFeatures Services package is changed to a different SmartFeatures Services package, or when a fixed Call Forwarding destination is changed, the \$6.25 installation charge is applicable for each line arranged.

(N) New Service

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Effective: February 6, 2011

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 Fidelity Telephone Company  
 64 N. Clark  
 Sullivan, MO 63080

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 Missouri Public  
 Service Commission  
 JI-2011-0346

Fidelity Telephone Company

Original Sheet No. 28.9

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SMARTFEATURES SERVICES

JUL 26 1996

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Public Service Commission

D. Conditions

1. The Call Forwarding, Selective Call Forwarding, Call Forwarding-Busy Line, Call Forwarding -Don't Answer and Call Forwarding - Busy Line/Don't Answer features are offered for use with two-way PBX trunks, subject to the following limitations:
  - a. May be provided when compatible with the equipment configuration at the customer's premises.
  - b. Available only with two types of hunting arrangements, multi-line and series completion, subject to limitations of these hunting arrangements.
  
2. When the Three-Way Calling, Call Forwarding, Call Forwarding-Busy Line, Call Forwarding - Don't Answer and Call Forwarding -Busy Line/Don't Answer or Selective Call Forwarding are activated, the transmission may vary depending on the distance and routing necessary; therefore, transmissions may not meet normal standards.
  
3. The following features only apply to calls within the same central office and across central offices that have Signaling System 7 (SS7) connectivity: Selective Call Forwarding, Automatic Callback, Automatic Redial, Caller ID, Customer Originated Trace, Selective Call Acceptance, Selective Call Rejection, Selective Distinctive Alerting.
  
4. In addition to the provisions of the General Exchange Tariff, Section , the Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of SmartFeatures Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.
  
5. When multiple services are activated on the same line, certain services may take precedence over others.

AUG 23 1996

Issued: July 26, 1996

Effective: August 26, 1996  
MO. PUBLIC SERVICE COMM

Kent Bliss  
Vice President - Revenues  
64 N. Clark  
Sullivan, MO 63080

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
2<sup>nd</sup> Revised Sheet No. 28.10  
Cancels 1<sup>st</sup> Revised Sheet No. 28.10

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

1<sup>st</sup> Revised Sheet No. 28.10  
13<sup>th</sup> Revised Sheet No. 28.11

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210 E. Earll Drive  
Phoenix, AZ 85012

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210 E. Earll Drive  
Phoenix, AZ 85012

OPERATOR SERVICES

Directory Assistance Service\*

A. GENERAL

1. Directory Assistance Service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this tariff apply when a customer requests the telephone number of another customer(s) within the Home Numbering Plan Area (HNPA) or within their local calling area. Directory assistance call completion charges apply when the directory assistance operator automatically completes the call to the requested number at the customer's option.

(N)  
 |  
 (N)

2. Rates and charges do not apply to the following:

- Calls placed from mobile/marine, public and semi-public telephones.
- Calls placed from hotels and motels which provide telephone service in rooms occupied by the transient public.
- Calls placed to directory assistance by the operator in connection with operator handled long distance calls.
- Calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory.

3. A maximum of two (2) telephone numbers may be requested per call to a directory assistance attendant.

B. RATES

	Per Call	
1. 555-1212	\$ .75	(I)
2. 411 calls	\$ .75	(I)
3. Directory Assistance		(N)
Call Completion, each	\$ .75	(N)

\*Directory Services are competitive services pursuant to §392.361.8 RSMo. 2008

(I) Increased rate

(N) New text

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Effective: March 25, 2009

Issued By: Dave Beier, Vice President – Regulatory  
 Fidelity Telephone Company  
 64 N. Clark  
 Sullivan, MO 63080



OPERATOR SERVICES

Directory Assistance Service (Cont'd)

C. CONDITIONS

(D)

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Reserved for future use.

(D)  
(N)

(D) Deleted text  
(N) New text

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Issued By:

Dave Beier  
Vice President-Regulatory  
Fidelity Telephone Company  
64 N. Clark  
Sullivan, MO 63080

Effective: March 25, 2009

P.S.C. MO. No. 1  
FIDELITY TELEPHONE COMPANY

1<sup>st</sup> Revised Sheet No. 29.3  
Replaces Original Sheet No. 29.3

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**MAY 12 1998**

**MO. PUBLIC SERVICE COMM**

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**JUN 16 1998**

**MISSOURI  
Public Service Commission**

Issued: May 12, 1998

Issuing Officer:  
Kent Bliss  
Vice President-Revenues  
64 N. Clark St.  
Sullivan, MO 63080

Effective: June 16, 1998

Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
3<sup>rd</sup> Revised Sheet No. 30  
Cancels 2<sup>nd</sup> Revised Sheet No. 30

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Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1  
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Cancels Original Sheet No. 31

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Fidelity Telephone LLC  
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P.S.C. No. 1  
1<sup>st</sup> Revised Sheet No. 34  
Cancels Original Sheet No. 34

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Cancels 1<sup>st</sup> Revised Sheet No. 35

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Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1 Consolidated  
2<sup>nd</sup> Revised Sheet No. 36  
Cancels 1st Revised Sheet No. 36

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Fidelity Telephone LLC  
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P.S.C. No. 1 Consolidated  
3<sup>rd</sup> Revised Sheet No. 37  
Cancels 2<sup>nd</sup> Revised Sheet No. 37

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P.S.C. No. 1 Consolidated  
2<sup>nd</sup> Revised Sheet No. 38  
Cancels 1<sup>st</sup> Revised Sheet No. 38

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Fidelity Telephone LLC  
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P.S.C. No. 1 Consolidated  
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Cancels 1<sup>st</sup> Revised Sheet No. 39

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Fidelity Telephone LLC  
d/b/a Sparklight

P.S.C. No. 1 Consolidated  
2<sup>nd</sup> Revised Sheet No. 40  
Cancels 1<sup>st</sup> Revised Sheet No. 40

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CANCELING P.S.C. MO. NO. 1 CONSOLIDATED:

1<sup>st</sup> Revised Sheet No. 40  
1<sup>st</sup> Revised Sheet No. 40.1

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FIDELITY TELEPHONE COMPANY

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## SPECIAL SERVICE ARRANGEMENTS

DEC 20 1989

## 1. GENERAL

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Public Service Commission

Special Service Arrangements consist of modifications of standard equipment or services offered under this Tariff. They will be furnished, when practicable, by the Telephone Company at charges equivalent to the cost of providing such arrangements if in connection with and not detrimental to any of the services furnished under the Company's tariffs.

## 2. RATES

A. Rates for Special Service Arrangements are equivalent to the costs of furnishing the special arrangement or service.

B. The costs consist of an estimate of the total cost to the Telephone Company in providing the special modification including:

1. Cost of maintenance
2. Cost of operation
3. Depreciation on the estimated cost installed of any facilities used to provide the special modification based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
4. Administrative expenses, including taxes on the basis of average charges for these items.
5. Any other item of expense associated with the particular arrangement or service.
6. An amount, computed on the estimated cost installed of the facilities used to provide the special modification, for return on investment.

C. Estimated cost installed mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

D. In computing the rates for special service arrangements, the Telephone Company will, at its option, use one of the following three rate treatments: (1) a recurring monthly rate and termination contract with or without an installation charge; (2) a recurring monthly rate with an installation charge; (3) an installation charge only.

Issued: 12/20/89

Issued by

Effective: 1/20/90

FILED

Kip D. Hendrickson, Asst. VP-Finance

64 North Clark St.

Sullivan, MO 63080

JAN 20 1990

Public Service Commission

FIDELITY TELEPHONE COMPANY

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SPECIAL SERVICE ARRANGEMENTS

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3. TERMINATION CONTRACT

MISSOURI

Public Service Commission

A Termination Contract may apply in those cases where non-recoverable costs are substantial. Non-recoverable cost is equivalent to the estimated installed cost, plus removal cost less immediate salvage value.

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Kip D. Hendrickson, Asst. VP-Finance  
64 North Clark St.  
Sullivan, MO 63080

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JAN 20 1990

Public Service Commission

Fidelity Telephone Company

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EMERGENCY NUMBER SERVICE (911)

FEB 19 1991

ENHANCED EMERGENCY NUMBER SERVICE (E911)

MISSOURI

Public Service Commission

A. GENERAL

1. Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.
2. Equipment used in conjunction with Enhanced 911 Services located at the PSAP is the responsibility of the customer.
3. E911 Service is offered subject to the availability of facilities.
4. The E911 Service customer may be a municipality or other state or local governmental 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 emergency police and fire and other services within the telephone central office areas arranged for E911 Service calling.
5. Enhanced 911 Service is available in four elements as follows:
  - a. Dedicated 911 Central Office Circuits - Arranged for incoming use only in conjunction with an E911 Service.
  - b. ANI Spill - Provides for the telephone number of the calling party to be forwarded to the PSAP.
    - (1) ANI Spill does not guarantee the capability of forwarding the number of an off premise; or stations behind business systems will possess the identity of the main billing number.
    - (2) ANI Spill can only be provided with the use of dedicated facilities from the central office serving the end user to the PSAP.

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**EMERGENCY NUMBER SERVICE (911)**

FEB 19 1991

**ENHANCED EMERGENCY NUMBER SERVICE (E911) (cont'd)**

**MISSOURI**

**A. GENERAL (cont'd)**

**Public Service Commission**

5. Enhanced 911 Service is available in four elements as follows: (cont'd)

b. (cont'd)

(3) The PSAP's premises equipment used in conjunction with E911 ANI Spill Service must be reviewed by the Telephone Company to determine the compatibility of the unit with the E911 Service requested.

c. PSAP Data Base Update Service - Provides the PSAP with an initial list, as well as periodic updates, of customer names, telephone numbers, and addresses. Procedures and timing will be mutually agreed upon by the Customer and the Company.

d. Selective Routing Service - Available when an E911 System is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 Services. This service routes the call to the correct PSAP or to a recording/operator, as appropriate, based on the caller's telephone number. Selective routing is available only in central offices equipped for digital operation.

**B. RULES AND REGULATIONS**

1. This Service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality.

2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in this tariff.

3. The Service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

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EMERGENCY NUMBER SERVICE (911)

FEB 19 1991

ENHANCED EMERGENCY NUMBER SERVICE (E911) (cont'd)

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B. RULES AND REGULATIONS

4. E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.
5. E911 Service is provided solely for the benefit of the customer operating the PSAP; the provision of such service shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
7. E911 Service information consisting of the name, address, and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential, however, such information may be provided for the purpose of responding to emergency E911 Service calls or as otherwise required.
8. Any party residing within the E911 Service district forfeits the privacy afforded by nonpublished service to the extent that the telephone number and the address associated with the originating station location are furnished to the PSAP.
9. The customer releases, indemnifies, and holds 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 caused, or claimed to have been caused, directly or indirectly by its publication of such number or the disclosing of said number to any person.
10. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this section and other sections of this tariff.

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EMERGENCY NUMBER SERVICE (911)

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ENHANCED EMERGENCY NUMBER SERVICE (E911) (cont'd)

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B. RULES AND REGULATIONS (cont'd)

- 11. The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.
- 12. E911 Service will be furnished by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.
- 13. 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.
- 14. Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. 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 E911 Service request.
- 15. In addition to all other terms and conditions, the following requirements will apply:
  - a. The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
  - b. The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

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EMERGENCY NUMBER SERVICE (911)

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ENHANCED EMERGENCY NUMBER SERVICE (E911) (cont'd)

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B. RULES AND REGULATIONS (cont'd)

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- c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
  - d. The customer will subscribe to a minimum of two dedicated E911 circuits per exchange for adequate handling of incoming E911 Service calls.
  - e. The customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of out-going calls and for receiving other emergency calls including any which may be relayed by the Telephone Company operators.
16. The Telephone Company will load and establish the initial Data Base into the PSAP customer's equipment from the Company's master list. It will be the responsibility of the PSAP customer to verify and update location and special record information on end-user. Data Base Update Service will be provided to the PSAP customer on a cycle basis. A hard copy of the complete Data Base will be furnished by the Telephone Company to the customer on request for verification of telephone number, name, and address.
17. The customer will agree 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 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 E911 Service hereunder.

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EMERGENCY NUMBER SERVICE (911)

ENHANCED EMERGENCY NUMBER SERVICE (E911) (cont'd)

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B. RULES AND REGULATIONS (cont'd)

SEP 17 1991

18. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission of service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission of service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

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19. This service does not apply to extensions or other service offerings which reach beyond the jurisdictional boundaries for E911 Service.

C. RATES AND CHARGES

1. The rates and charges for 911 Service will be determined on an individual case basis and will be in the form of Direct Sale Cost, special assembly or lease for PSAP Equipment, non-recurring charges, and recurring monthly charges. Individual features requested by the customer include, but are not limited to, direct sale or lease of PSAP equipment, central office modifications, data base preparation, data base management, trunking and maintenance.
2. Direct Sale or Lease of PSAP equipment shall be on terms mutually agreeable to the Company and the customer.
3. Non-recurring charges for 911 Service will be made to one entity (normally a city or county) based on contracts mutually agreeable to the Company and the customer and tariffed rates.

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Public Service Commission

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PSC MO. NO. 1

2nd Revised Page 49  
Replaces 1st Revised Page 49

EMERGENCY NUMBER SERVICE (911)

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Contd.)

C. RATES AND CHARGES (contd.)

4. The monthly rate in addition to the charges in Section C.2 and C.3 above shall be set forth in a mutually agreeable contract.
5. The above rates apply in addition to applicable rates and charges for Private Line and Leased Line services excluding mileage charges. C
6. Service charges apply as specified in other sections of the tariff when applicable.
7. Tie Lines, Private Lines, and Extension Lines

Tie lines, private lines, extension lines and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established tariff rates for such services and facilities as specified in this and other appropriate tariffs.

8. Special Service Arrangement Charges

If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges designed at least to recover the incremental costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

9. Program Development Charges

These charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 Service, its billing and its data base management. The rate will be designed to at least recover the incremental costs of providing such service.

10. Records Conversion Charges

These charges are applicable to the work necessary to design, review, modify, and maintain any Company customer records keeping systems in order to support E911 Service, its billing and data base management. The rate will be designed to at least recover the incremental costs of providing such service.

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Issuing Officer:  
John Davis  
64 North Clark  
Sullivan, Missouri 63080

Effective: November 1, 1998

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Fidelity Telephone Company

PSC MO. NO. 1

1st Revised Page 50  
Canceling Original Page 50

EMERGENCY NUMBER SERVICE (911)

ENHANCED EMERGENCY NUMBER SERVICE (E911) (contd.)

C. RATES AND CHARGES (contd.)

11. Changes to Orders

When a customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the customer at the appropriate hourly charges.

12. Cancellation of Order

Cancellation of the service, in whole or in part, by the customer prior to establishment thereof, will require payment of an amount equal to the costs incurred up to the time of cancellation resulting from the customer's order for service in writing, but not to exceed the total nonrecurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the customer for E-911 services.

13. Trunking Service Rate

The trunking service rate covers the cost of the dedicated facility between central offices. The trunking service charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.

Trunking service, per trunk, per month      \$21.00

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John Davis  
64 North Clark  
Sullivan, Missouri 63080

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PSC MO. NO. 1

Fidelity Telephone Company

Original Sheet No. 51

MISSOURI SCHOOL DISCOUNT PROGRAM

1. A discount from all Missouri intrastate tariffed items may be allowed in connection with service through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
2. Upon the customer's request, a discount of Fifty percent (50%) from all Missouri intrastate tariffed items may be allowed to educational institutions within the Company's certificated area, as determined in Paragraph 3., following.
3. An educational institution shall be defined as an accredited public or private school in the State of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federal or non-Public Schools Accrediting Association, Independent Schools Association of the Central States, North Central Association of Colleges and Schools, and/or the University of Missouri-Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4. The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution.
5. The qualifying discount will not apply to any federal, state, county, local taxes, Subscriber Line Charges, E911, taxes, and Relay Missouri Surcharge.
6. In addition to meeting the qualification specified in the preceding Paragraph 3, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
7. The customer should request to receive the discount on all subsequent additions of eligible services, which are ordered. There will be no additional affidavits required.

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**GENERAL EXCHANGE SERVICE TARIFF**

**Missouri Public  
Service Commission**

REC'D JUN 01 2000

**DISCOUNTS FOR SCHOOLS AND LIBRARIES  
PARTICIPATING IN THE FEDERAL UNIVERSAL SERVICE PROGRAM**

1. Discounts on the intrastate services offered through this tariff will be available to eligible schools and libraries. A school or library will be eligible to participate in the discount program if it receives funds from the Federal Universal Service Fund.
2. The level of discount available will mirror the discount percentage level available to the school or library through the Federal Universal Service Fund program. The discount will be applied against the intrastate service rate otherwise applicable under this tariff. The discount only applies to the extent funds are available to the eligible school or library, through the Federal Universal Service Fund.

**Missouri Public  
Service Commission**

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**Issued: June 1, 2000**

**John Davis  
President  
64 North Clark  
Sullivan, MO 63080**

**Effective: July 1, 2000**

**Three-Digit Dialing Service (811)**

## A. General Regulations

1. The 811 Service is a locally assigned three digit abbreviated dialing code provided to a state One Call System (“SOCS”) for use in providing advance notice of excavation activities to underground facility operators by way of voice grade facilities. Federal Communications Commission (“FCC”) Docket 92-105 mandates that incumbent local exchange carriers in each local calling area make the 811 abbreviated dialing code available to a SOCS as a tariffed, local calling area based service (the “811 Service”).
2. The 811 Service allows a Company subscriber to access a SOCS call center by dialing only the 811 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make, and the SOCS shall be able to receive, calls using the 811 Service as part of their local exchange service.
3. All 811 Service calls shall be local in nature and shall not result in any expanded area calling, intraLATA toll or interLATA long distance or pay-per-call charges to Company subscribers.
4. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 811 Service is otherwise available wherever local service is available.
5. 811 Service is available from the Company within the Company’s service area only. To provide access to 811 to end users in another company’s service area or to a Competitive Local Exchange Carrier (“CLEC”) end user within the local calling area, the SOCS must make appropriate arrangements with the other company or CLEC serving that territory. The SOCS should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.

## B. Obligations of the SOCS

1. The SOCS may, but is not required to, submit a written application for 811 service to the Company which will include:
  - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 811 abbreviated code.
  - b. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 811 Service.
  - c. Complete contact information.

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Dave Beier  
Vice President – Regulatory  
64 North Clark Street  
Sullivan, MO 63080

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**Three-Digit Dialing Service (811), Cont'd**

2. If requested by the Company, the 811 provider shall assist the Company in responding to complaints made to the Company concerning 811 Service.
3. Local Calling for Company Subscribers
  - a. The SOCS, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate Extended Area Service (“EAS”), Metropolitan Calling Area (“MCA”) service, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
  - b. The SOCS must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by SOCS.
  - c. The SOCS is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

C. Obligations of the Company

1. The Company shall provision the 811 Service in accordance with FCC directives and the terms of this tariff.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
3. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable SOCS to respond to such calls at SOCS established call centers.
4. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The SOCS is responsible for making such operational tests as, in the judgment of the SOCS, are required to determine whether the Company’s facilities are functioning properly for its use. The SOCS is responsible for promptly notifying the Company in the event the Company’s facilities are not functioning properly.

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**Three-Digit Dialing Service (811), Cont'd**

D. Liability

1. The Company's entire liability to any person for interruption or failure of the 811 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
2. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the SOCS for the 811 Service and local exchange service for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
3. The Company is not liable for any losses or damages caused by the negligence of the SOCS.
4. The Company shall not be liable to the SOCS for any damages the SOCS may incur that result from any changes, modifications or rulings made by the FCC.
5. The Company will make every effort to route 811 calls to the SOCS call center, however, the Company will not be held responsible for routing mistakes or errors.
6. The 811 Service is provided solely for the benefit of the SOCS. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

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**211 Service for Information and Referral Service**

**A. General Regulations**

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

**B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER**

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
2. The Approved Information and Referral Service Provider's written application to establish 211 Service in Company local exchange must include the following:

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**211 Service for Information and Referral Service, (Cont'd)**

**B. Obligations of the Approved Information and Referral Service Provider (Cont'd)**

- a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section F.6.
- b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
- c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
- d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
- e. Complete billing and contact information.

**3. Local Calling for Company Subscribers**

- a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
- b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven digit telephone number that terminates within the Company local exchange's local calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
- c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

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**211 Service for Information and Referral Service, (Cont'd)**

**B. Obligations of the Approved Information and Referral Service Provider (Cont'd)**

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Service Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.

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**211 Service for Information and Referral Service, (Cont'd)**

**B. Obligations of the Approved Information and Referral Service Provider (Cont'd)**

11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

**C. Obligations of the Company**

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

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**211 Service for Information and Referral Service, (Cont'd)**

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation, or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Tariff.

E. Other Terms and Conditions

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in the SmartFeatures section of this tariff. The Caller ID service will only provide calling number information as described in the SmartFeatures section of this tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

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Issued by:

Dave Beier  
Vice President – Regulatory  
64 North Clark St  
Sullivan, MO 63080

Effective: March 26, 2008

**211 Service for Information and Referral Service, (Cont'd)**

E. Other Terms and Conditions (Cont'd)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. Rates and Charges

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
  - a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
  - b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.

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**211 Service for Information and Referral Service, (Cont'd)**

F. Rates and Charges (Cont'd)

3. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
  - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.
  - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies for each local exchange that continues to be excluded.
  - c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.
4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in the Rates section of this tariff will apply (for example, the Business One-Party, Federal Subscriber Line Charge and all applicable taxes and surcharges).

6. Rates

	Nonrecurring Charge
a. Central Office Charge (per host Central Office)	\$ 275.00
b. Exclusion Charge (per Exchange)	\$ 300.00
c. Number Change Charge (per telephone number)	\$ 40.00

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