

Fidelity Cablevision LLC  
d/b/a Sparklight

21st Revised Sheet 1  
Cancels 20th Revised Sheet 1  
~~19th Revised Sheet 1~~  
~~Cancels 18th Revised Sheet 1~~

LOCAL EXCHANGE SERVICE

A. General

Access Lines extend between the central office of the Company and the premises of the customer. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth below. (D)

Rates

B.1 All rates shown are for the period of one month. (D)

Access Lines Clever, Republic, Springfield, Creve Coeur, New Melle, Defiance, Dardenne, Ladue, Foristell, Wentzville, O’Fallon, Licking, Houston, Willow Spring, Mountain Grove, Linn, Raymondville, Marthasville (N)

Local rates for Residential and Business services in these exchanges are available at: [www.cableamerica.com](http://www.cableamerica.com) (N)

Access Lines All other areas: \* local rates for Residential and Business services are available at: <https://www.fidelitycommunications.com> (T)

\*St. Robert, Fort Leonard Wood and Waynesville exchanges include Extended Area Service (EAS) as described in part C of this section. (D)

FILED - Missouri Public Service Commission - 01/01/2025 - JC-2025-0090

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LOCAL EXCHANGE SERVICE (Cont'd)

C. Extended Area Services (EAS)

An arrangement whereby customers in one exchange can call customers in another exchange at the Local Exchange Service rate. EAS is available from and to the St. Robert, Ford Leonard Wood, and Waynesville exchanges.

(D)  
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(D)

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Fidelity Cablevision LLC  
d/b/a Sparklight

P.S.C. No. 1  
Section 25  
3<sup>rd</sup> Revised Sheet 2.1  
Cancels 2<sup>nd</sup> Revised Sheet 2.1

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

(N)

Section 25, 15<sup>th</sup> Revised Sheet 3

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(N)

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

**SERVICE CONNECTION CHARGES**

**A. General**

The term "Service Connection Charges" is used to define the non-refundable charges made for the establishment of a class of telephone service or subsequent additions, move, or changes to that service.

Service Connection Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of Mileage Charges, or Construction Charges made because of unusual costs in establishing service.

Service Connection charges are payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers of for Departments, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments.

Incumbent Local Exchange Carrier (ILEC) charges apply only when services requested by or provided to the subscriber require the Telephone Company to order or purchase facilities or services from the ILEC.

**B. Services Covered**

**1. INSTALLATION CHARGE**

Covers initial establishment of telephone service – all work (i.e. central office wiring, programming, or outside wiring) involving the access line extending from the Company's Central Office to the protector and/or demarcation point on the subscriber's premises. One charge will apply for each access line. This charge does not anticipate "construction" which is covered in other parts of this tariff.

**2. MOVE AND CHANGE CHARGES**

Covers any move or change of a line. Additional lines at the same location will incur lesser charges, if done as secondary work. (T)  
(T)

**3. CENTRAL OFFICE ACCESS CHARGE**

Applies only when services requested by or provided to the subscriber require the Company to order or purchase facilities or services from the ILEC.

**4. RECONNECTION CHARGE**

Where service has been discontinued for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, a reconnection charge applies for reconnecting all services and facilities being provided a subscriber at one location.

**5. CUSTOMER REQUESTED SERVICE VISIT CHARGE**

Covers the cost of travel to the customer's premise. Applies only when services requested by or provided to the subscriber require the company to order or purchase facilities or services from the ILEC.

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Dave Beier, VP – Regulatory  
Fidelity Communications Services I, Inc.  
64 N. Clark  
Sullivan, MO 63080

**SERVICE CONNECTION CHARGES-Continued**

**C. Non Recurring Charges (Residence and Business)**

Information regarding Non-Recurring Charges, such as installation, move and change, reconnection, and customer requested service visit, is available at Fidelity’s website:

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

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

**D. Conditions**

Service connection charges do not apply to:

1. Directory Listings
2. In the following instances, provided service and facilities are assumed prior to their discontinuance and without lapse in rendition of service or billing for service:
  - (a) A change of name without a change of ownership.
  - (b) A change of ownership without a change of name.
  - (c) When one member of a family applies for the service previously contracted for by another member of the same family residing in the same household.
3. When a receivership for an existing subscriber is established or terminated.
4. Service charge from a residence to a business classification, or vice versa, without change in the identity of the subscriber.
5. Service re-established after the destruction or partial destruction of the subscriber’s premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, the Service Connection Charge is applied in connection with re-establishment of service at the old location.

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FIDELITY COMMUNICATIONS SERVICES I, Inc.

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PSC MO. No. 1

Section 27

Original Sheet 1

SMARTFEATURES SERVICES

MO. PUBLIC SERVICE COMM

A. General Regulations

SmartFeatures Services are optional telephone services individually described below. These services allow customers to efficiently manage the call flow generated over their exchange 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 Forward 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 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.

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MO. PUBLIC SERVICE COMM

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

Effective: June 1, 2000

**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.

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## SMARTFEATURES SERVICES

MO. PUBLIC SERVICE COMM

B. Service Descriptions (Cont'd)

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 customers 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 number(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.

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Sullivan, MO 63080

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**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.
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.
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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**SMARTFEATURES SERVICES**

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

**REC'D FEB 20 2001**

- 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 Name 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. (N)

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)

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Service Commission**

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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.

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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.

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SMARTFEATURES SERVICES

MO. PUBLIC SERVICE COMM

B. Service Descriptions (Cont'd)

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, the 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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MO. PUBLIC SERVICE COMM

**SMARTFEATURE SERVICES**

Missouri Public  
Service Commission

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

REC'D FEB 20 2001

- 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 a 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. For calls that are marked unavailable , or are not marked private, standard call completion will occur. Caller 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.

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(N)

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**C. Rates**

Service charges may apply. Additional service charges do not apply when establishing basic local exchange service. The charges below are per line.

	<u>Monthly Rate</u>		<u>Installation Charge</u>	
	<u>Res.</u>	<u>Bus.</u>		
1. Call Forwarding	\$2.00	\$5.25	\$5.00	
1. Call Forwarding with Remote Activation	\$3.00	\$6.25	\$5.00	
3. Call Forwarding/Busy Line	\$1.00	\$1.00	\$5.00	
4. Call Forwarding/Don't Answer	\$1.50	\$1.50	\$5.00	
5. Call Forwarding/Busy Line Don't Answer	\$1.50	\$1.50	\$5.00	
6. Remote Call Forwarding	\$10.00	\$10.00	\$5.00	
6.a. Call Transfer	\$ 5.00	\$ 5.00	\$5.00	(N)

**SMART FEATURES SERVICES – Cont’d**

**A. Rates(Cont’d)**

		<u>Monthly Rate</u>		<u>Installation</u>
		<u>Res</u>	<u>Bus</u>	<u>Charge</u>
7.	Selecting Call Forwarding	\$3.25	\$4.50	\$5.00
8.	Call Waiting	\$3.50	\$3.50	\$5.00
9.	Multi-Distinctive Ring			
	One DRN	\$3.00	\$3.00	\$5.00
	Two DRN	\$5.00	\$5.00	\$5.00
	Three DRN	\$7.00	\$7.00	\$5.00
10.	Three-Way Call	\$2.00	\$2.00	\$5.00
10.a.	Six-Way Call	\$5.00	\$7.00	\$5.00
11.	Speed Calling			
	8 Number	\$1.50	\$2.10	\$5.00
	30 Number	\$5.70	\$7.90	\$5.00
12.	Automatic Call Back	\$3.25	\$3.75	\$5.00
13.	Automatic Redial	\$3.50	\$4.50	\$5.00
14.	Home Intercom			
	Basic	\$1.00	\$1.00	\$5.00
	Enhanced	\$2.00	\$2.00	\$5.00
15.	Hot Line	\$3.25	\$4.60	\$5.00
16.	Caller ID			
	Number Delivery	\$6.50	\$7.95	\$5.00
	Name Delivery	\$8.00	\$9.95	\$5.00
	Per line Blocking	\$5.00	\$5.00	\$5.00
17.	Selective Call Acceptance	\$3.25	\$4.50	\$5.00
18.	Selective Call Rejection	\$3.25	\$4.50	\$5.00
19.	Selective Distinctive Alert	\$3.25	\$4.50	\$5.00
20.	Customer Originating Trace	\$8.00*	\$8.00*	
21.	Unidentified Call Rejection	\$2.00	\$4.00	\$5.00
22.	Call Forwarding Variable			
	Feature Button	\$8.25	\$9.25	\$5.00
23.	SmartBasic Package	\$5.00	\$5.50	\$5.00
	(Call Waiting, Call Forwarding Three-Way Calling, Call Forwarding/ Busy and Call Forwarding/Don't Answer)			
24.	SmartDeluxe Package	\$10.00	\$12.95	\$5.00
	(Call Waiting, Caller ID, Call Forwarding, Three-Way Calling and Speed Call-8, Automatic Callback and Automatic Redial)			

(N)

\*Per Successful Activation

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**SMART FEATURES SERVICES – Cont'd**

**A. Rates (Cont'd)**

	<u>Monthly Rate</u>		<u>Installation</u>
	<u>Res</u>	<u>Bus</u>	<u>Charge</u>
25. Fab Four Package (Call Waiting, Call Forwarding, Caller ID with Name/Number and Unidentified Call Rejection)	\$9.00	\$10.95	\$5.00

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SMARTFEATURES SERVICE – Cont'd

MO. PUBLIC SERVICE COMM

C. Rates (Cont'd)

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 \$5.00 installation charges quoted above do not apply.
2. The \$5.00 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 \$5.00 installation charge is applicable for each line arranged.

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.

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**SMARTFEATURES SERVICES**

D. Conditions (Cont'd)

- 4. In addition to other provisions of this tariff, 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.

E. Special Promotions

The Company may, upon Commission approval, offer Customers specific rate incentives during specified promotional periods. Company will provide written notice to the Commission at least ten (10) days prior to commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

F. Special Promotions

- 1. The Company will offer the following promotion to new subscribers of Unidentified Call Rejection for the period starting February 1, 2005 and ending March 31, 2005.
  - a. Waiver of the \$5.00 nonrecurring installation charge.

(N)  
|  
(N)

Issued: January 12, 2005

Effective: January 22, 2005

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

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APR 03 2000

DIRECTORY LISTINGS

MO. PUBLIC SERVICE COMM

A. GENERAL

1. The rates and regulations for directory listings in this section apply only to the alphabetical directory containing the regular alphabetical list of names of customers and joint users.
2. The alphabetical list of names of customers and joint users is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use customer's service, and special prominence or arrangement of names is not contemplated.
3. The Telephone Company limits the length of any listing to one line in the directory by the use of abbreviations when the cleanness of the listing or the identification of the customer or joint user is not impaired thereby. When the use of abbreviations impairs the cleanness of the listing or the identification of the customer or joint user such additional lines are used as may be required in the judgement of the Telephone Company without additional charge.
4. Listings must conform to the Telephone Company's specification with respect to its directories.
5. Listings are regularly provided in connection with all classes of exchange service, except public telephone service. Ordinarily, listings are automatically included in the directory. However, a listing may be omitted upon request of a customer when in the judgement of the Telephone Company the omission of the listing is warranted by the circumstances of the particular case. (See B.3. following for rate regulations).
6. The length of the contract period for directory listings, where the listing actually appears in the directory, is the directory period except as provided in the Termination of Contracts section of this tariff.
7. Individuals, person, or firms whose names are associated with a telephone number appearing in the telephone directory or are a part of Directory Assistance are also responsible for paying for the telephone service and/or any outstanding debt associated with the telephone number. In a similar manner, credit history is established for the name associated with the service.

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MO. PUBLIC SERVICE COMM

Issued: April 3, 2000

Effective June 1, 2000

Issued By:

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

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DIRECTORY LISTINGS

B. Primary Listings

1. One listing without charge, termed the primary listing, is provided as follows:
  - a. For each separate customer service: when two or more main station lines or PBX trunk lines are consecutively operated, generally only the first number of the group is listed. (D)
  - b. For each joint user. (T)
2. The primary listing is ordinarily the name and address of the person or firm that contracts for the service or 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. (T)

An additional listing reversing the order of the individual's given name may be obtained at the rates for regular additional listings as specified in the rates following. The restriction of no more than two given names applies only to listings involving two individuals' names.

**DIRECTORY LISTINGS**

**B. PRIMARY LISTINGS (Cont'd)**

- 3. Non-Published telephone numbers: some customers request their telephone numbers to be omitted from the directory and the Company's information records. Such requests, when presented may be fulfilled through the assignment of a Non-Published telephone number subject to the regulations outlined below. (T)

  - a. Incoming calls to Non-Published telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to furnish a Non-Published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the customer. (T)
  - b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a Non-Published telephone number in the directory or disclosing said number to any person shall attach to the Company. The customer indemnifies and saves the Company harmless against any and all claims from damages caused or claimed to have been caused, directly or indirectly, by the publication of a Non-Published telephone number or the disclosing of said number to any person. (T)
  - c. Rates for Non-Published telephone Rates are not applicable when the service involves data terminals where there is no voice use contemplated. (T)
  - d. Parties with Non-Published telephone numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency. (T)

DIRECTORY LISTINGS

B. PRIMARY LISTINGS (Cont'd)

4. Non-Listed Telephone Number

Non-Listed telephone numbers are not listed in the alphabetical section of the Company's directory, but are maintained on directory assistance records and will be furnished upon the request of the calling party. The acceptance by the Company of the subscriber's request to furnish a Non-Listed telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service on a call-by-call basis only for the purpose of responding to emergency calls from a Non-Listed Number.

Further, when a call is placed from a Non-Listed telephone number, the calling name and number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing names and numbers associated with incoming calls. The calling number will not be disclosed if the calling party blocks delivery of the name and number via per-call blocking or if the calling line is equipped with per-line blocking.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a Non-Listed telephone number in the directory shall attach to the Company. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publications of a Non-Listed telephone number.

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DIRECTORY LISTINGS (Cont'd)

C. Regular Additional (or extra) Listings

1. Business additional listings may be the names of partners or members of the firm, if the customer or joint user is a partnership or firm; the names of officers of the corporation if the customer or joint user is a corporation; and for any business establishment, the names of associates or employees of the customer or joint user.  
  
Business additional listings may be bonafide names of firms or corporations that the customer or joint user owns or controls or is duly authorized to represent. (T)  
Listings that are designed primarily to give publicity to a commodity or service are not accepted. (T)
2. Residence additional listings may be the names of members of the customer's family or of other persons residing in the customer's household. (D)  
| (D)
3. Ordinarily all additional listings must be of the same address and telephone number as the primary listings, except as provided below for alternate listings. (T)  
However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a private branch exchange telephone, or extension telephone, installed on the customer's premises, but at an address different from that of the switchboard, or main telephone, using the telephone number of the primary listings. (T)
4. Regular additional listings are furnished for the rates found on Sheet 7. (T)

---

DIRECTORY LISTINGS (Cont'd)

C. Regular Additional (or extra) Listings (Cont'd)

5. Additional listing charges date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made or any date the customer may desire.

(T)

(D)

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(D)

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DIRECTORY LISTINGS (Cont'd)

- D. Special Types of Extra Listings (T)
- (D)  
|  
(D)
1. Foreign Listings (T)
- a. Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.
- b. The rate for foreign listings appearing in directories of this company is found on Sheet 7. These listings include a maximum of two lines; normally the first two lines contain the name, address, and telephone number of a customer. If additional lines are required, the regular additional listing rate applies per line. For the listing if ILEC customers in directories of other telephone companies, the tariff of the other company shall apply.
2. Office Hours (T)
- a. Listing of office hours is not required in order to efficiently handle telephone traffic and is not included in the charges for service. Such listings may be obtained by customers who want their office hours to appear in connection with their listings. (T)
- b. The monthly rate for office hours listing is found on Sheet 7.

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DIRECTORY LISTINGS

E. DUAL-NAME LISTINGS

1. Dual-name listings are defined as a combination of names and/or initials of two individuals with the same or different surnames(s), residing at the same address or of one person known by two sets of first and/or middle names and/or initials.
2. The following examples illustrate the format options for dual-name listings:

(a) PRIMARY LISTING

Jones, John & Mary	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T & Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T Mrs	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890

(b) PRIMARY WITH ADDITIONAL LISTING(s)

Jones, John T	123 Main St	Anytown 12345	123 456-7890
Jones, Mary F & John T	123 Main St	Anytown 12345	123 456-7890
Jones, John T Tex	123 Main St	Anytown 12345	123 456-7890
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Mary	123 Main St	Anytown 12345	123 456-7890
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Tom	123 Main St	Anytown 12345	123 456-7890

Fidelity Cablevision LLC  
d/b/a Sparklight

P.S.C. No. 1  
Section 28  
5<sup>th</sup> Revised Sheet 7  
Cancels 4<sup>th</sup> Revised Sheet 7

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DIRECTORY LISTINGS (Cont'd)

E. Rates

<u>Type of Listing</u>	<u>Monthly Rate</u>
Non-published Telephone Number	\$3.85
Non-Listed Telephone Number	\$3.85
Additional (Extra) Listing – Business	\$3.85
Additional (Extra) Listing – Residence	\$3.85
Foreign Listing – Business	\$3.85
Foreign Listing –Residence	\$3.85
Office Hours – Business (per line)	\$3.85
Office Hours – Residence (per line)	\$3.85

(D)  
—  
(D)

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Issued: December 4, 2024

Effective: January 1, 2025

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

PROMOTIONS

General

(T)

(D)

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.

(T)

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

(T)

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

MISCELLANEOUS SERVICES

A. Special Circuits

MO. PUBLIC SERVICE COMM

- 1. Local loops used in connection with interexchange facilities for either Private Line Telephone Service, Private Line Teletypewriter Service, Teletypewriter Exchange Service, and Private Line Morse Service will be furnished where facilities are available, at the Business Individual Line Rate
  - a. An installation charge equal to the cost of labor required to install such Loops applies to each Loop in lieu of a Service Connection Charge. The minimum installation charge will be \$7.50.
- 2. Channels for services not specifically named elsewhere in these Tariffs, and for purpose other than telephonic communications, will be furnished where facilities are available and where in the judgement of the Telephone Company the use to be made of such Channels is not contrary to regulations.

Monthly Rates

a.	Channels for P.B.X. tie lines or alarm circuits, and like purposes, first half mile or fraction thereof circuit measurement	\$6 00
	Each additional one-quarter mile or fraction thereof	\$1 00
b.	Channels, for use in connection with interexchange facilities for Radio Broadcasts: Channels between pickup points and a Radio Station and Studio, between a Radio Station or Studio, between Studio and/or Station and Transmitter, first one-quarter mile or fraction thereof airline measurement	N/A
	Each additional one-quarter mile or fraction thereof	N/A

Note: If the use to which these Channels are to be put requires that they be equalized or balanced, the initial equalization or balancing and future adjustments shall be done by the subscriber, or if done by the Telephone Company, the cost thereof will be billed to the subscriber.

- c. The Telephone Company does not hold itself out to furnish Channels with a Transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the Company's standpoint.
- a. The subscriber must agree that the volume of electrical input on such Channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.
- b. An installation charge equal to the cost of labor required to install such Channels applies to each Channel in lieu of a Service Connection Charge. The Minimum installation charge will be \$7.50.

The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Tariff.

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MO. PUBLIC SERVICE COMM

Issued: April 3, 2000  
Issued By:

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

Effective: June 1, 2000

**MISCELLANEOUS SERVICE ARRANGEMENT**

**B. Truck Hunting Service Arrangement (also known as Series Completion Group)**

(T)

1. General:

Trunk Hunting Service Arrangement (also known as Series Completion Group) is equipment located in the Telephone Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

(T)

2. Regulations:

The rate following is applicable to residence and business individual line service, excluding semi-public telephone service.

3. Rates:

Hunting Service Arrangement (also known as Series Completion Group), per line or trunk in a group so arranged

Per  
Month  
 \$2.00

(T)

(T)

**C. Fire Bar System**

Rates for Fire Bar System service will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Telephone Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

**D. Selective Class of Call Screening**

1. General

Selective Class of Call Screening enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number or a calling card account.

All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance service, and public emergency service numbers, such as 911, will be permitted.

This service may be provided to hospitals, hotel/motel, college and university dormitories and other businesses and institutions where facilities permit. Selective Class of Call Screening may also be provided on access lines in connection with Payphone Line Service, where facilities permit.

2. Rates

These rates and charges are in addition to the established monthly and non-recurring charges applicable to services or equipment associated with Selective Class of Call Screening.

	Monthly <u>Rate</u>
Selective Class of Call Screening Per Access Line	\$2.00

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Effective: June 6, 2010

Issued By:

Dave Beier, VP-Regulatory  
 Fidelity Communications Services I, Inc.  
 64 N. Clark  
 Sullivan, MO 63080

**FILED**  
 Missouri Public  
 Service Commission  
 JC-2010-0635

**MISCELLANEOUS SERVICE ARRANGEMENT**

**B. Truck Hunting Service Arrangement (also known as Series Completion Group)**

(T)

1. General:

Trunk Hunting Service Arrangement (also known as Series Completion Group) is equipment located in the Telephone Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

(T)

2. Regulations:

The rate following is applicable to residence and business individual line service, excluding semi-public telephone service.

3. Rates:

Hunting Service Arrangement (also known as Series Completion Group), per line or trunk in a group so arranged

Per  
Month  
\$2.00

(T)

(T)

**C. Fire Bar System**

Rates for Fire Bar System service will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Telephone Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

**D. Selective Class of Call Screening**

1. General

Selective Class of Call Screening enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number or a calling card account.

All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance service, and public emergency service numbers, such as 911, will be permitted.

This service may be provided to hospitals, hotel/motel, college and university dormitories and other businesses and institutions where facilities permit. Selective Class of Call Screening may also be provided on access lines in connection with Payphone Line Service, where facilities permit.

2. Rates

These rates and charges are in addition to the established monthly and non-recurring charges applicable to services or equipment associated with Selective Class of Call Screening.

Monthly  
Rate

Selective Class of Call  
Screening Per Access Line

\$2.00

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Issued By:

Dave Beier, VP-Regulatory  
Fidelity Communications Services I, Inc.  
64 N. Clark  
Sullivan, MO 63080

Effective: June 6, 2010

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Service Commission  
JC-2010-0635

FIDELITY COMMUNICATIONS SERVICES I, Inc.

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Section 31  
Original Sheet 1  
APR 03 2000

700, 900, and 976 BLOCKING SERVICE

MO. PUBLIC SERVICE COMM

A. General

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

B. Charges

Nonrecurring Charge

Business	\$ 5.00
Residence	\$ 5.00

C. Conditions

1. 700,900, and 976 Blocking Service is offered only to customers served by a central office equipped to provide this service.
2. 700,900, and 976 Blocking Service blocks access to all 700,900 or 976 telephone numbers from a particular network access line. It is not capable of blocking access to a specific 700,900 or 976 NPA telephone number.
3. The minimum contract period for this service is one month.
4. Customers who wish to discontinue 700,900, and 976 Blocking Service must make their request in writing.

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John Colbert, Senior Vice President  
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64 N. Clark  
Sullivan, MO 63080

Effective: June 1, 2000



Missouri Public  
Service Commission

**TOLL ACCESS RESTRICTIONS**

REC'D FEB 20 2001

**A. General Regulations**

1. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Two options are (T) available to the customer:
  - a. Restriction of 1+ calls and 0+ and 0- (operator handled) calls, except 8XX IN-WATS.
  - b. Restriction of international calls only. (T)
2. Restriction of 1+ and/or 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.
3. Customers must apply in writing for the establishment of Toll Access Restriction.
4. The appropriate non-recurring charges will apply to establish service.

**B. Rates**

The rate for this service will be charged on a monthly basis.

	<u>Monthly Rate</u>	
Customer Requested Toll Access Restriction	\$ 5.00	(T)
Company Mandated Toll Access Restriction	No Charge	
International Block	No Charge	(N)

Missouri Public  
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Issued By:

Dave Beier, Vice President - Regulatory  
Fidelity Communications Services I, Inc.  
64 N. Clark  
Sullivan, MO 63080

**LOCAL OPERATOR SERVICES**

**Local Directory Assistance Service**

**A. General Regulations**

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

**B. Conditions**

1. Rates specified in C.1. below are not applicable to:

-Calls placed from hotels and motels.

-Calls placed from hospitals.

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

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

**C. Residence and Business Rates**

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

(D)  
—  
(D)

(I)

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Issued By:

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

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**APR 09 2000**

**LOCAL OPERATOR SERVICES – Continued**

**Busy Verification and Interrupt Service**

**MO. PUBLIC SERVICE COMM**

**A. General**

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

**B. Rates**

1. A Busy Verification Charge will apply when:

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

Rates

Busy Verification Charge(Line Status), each request	<b>\$1.25</b>
Interrupt Charge, each request	<b>\$2.25</b>

**Person-to-Person Service**

Person-to-Person service is not offered.

**Local Operator Assisted Calls**

1. Description

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

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**00-191**  
**MO. PUBLIC SERVICE COMM**

**LOCAL OPERATOR SERVICES – Continued**

**Missouri Public  
Service Commission**

**Local Operator Assisted Calls – Continued**

**RECD FEB 20 2001**

2. Rates (surcharges)

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

3. Conditions

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

**Missouri Public  
Service Commission**

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Issued: February 20, 2001

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Issued By:

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

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**LOCAL OPERATOR SERVICES – Continued**

**Local Operator Assisted Calls – Continued**

**MO. PUBLIC SERVICE COMM**

3. Conditions - Continued

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

**Intercept Service**

**A. General**

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

**B. Rates and Charges**

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

	<u>Monthly Rate</u>
Intercept service	\$10.00

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

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**MO. PUBLIC SERVICE COMM**

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**LOCAL OPERATOR SERVICES - Continued**

**APR 03 2000**

**Intrastate IntraLata Operator Service**

**MO. PUBLIC SERVICE COMM**

**A. Intrastate IntraLata Operator Service for 0-toll calls**

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

**B. Rates and Charges**

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

**FILED**

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**MO. PUBLIC SERVICE COMM**

Issued: April 3, 2000  
Issued By:

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

Effective: June 1, 2000

**LATE PAYMENT AND RETURNED CHECK CHARGE**

**A. General**

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 provisions 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.

**B. Charges**

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

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

(D)(N)

**C. Conditions**

1. The Late Payment Charge applies to all bills paid after the due date specified on the bill.
2. The Returned Check Charge applies for each returned check.

**PAY BY PHONE CONVENIENCE FEE**

Information regarding Pay by Phone Convenience Fee is available at Fidelity’s website: (D)(N)

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

(D)(N)

**FOREIGN EXCHANGE SERVICE**

**Missouri Public  
Service Commission**

**REC'D FEB 20 2001**

**A. General Regulations**

1. 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.

For the purpose of this tariff, the term, "Foreign Exchange", shall mean the exchange (T) 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.

2. 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.
3. Foreign exchange service will be furnished to exchanges within the same LATA as the normal exchange.
4. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual line business or residence services. The service will be furnished only at one location or premises for each channel or circuit.
5. 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 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.
6. 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.
7. Foreign exchange service will be furnished at the rates outlined hereafter, provided the necessary facilities and equipment are 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

**Missouri Public  
Service Commission**

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Dave Beier, Vice President - Regulatory  
Fidelity Communications Services I, Inc.  
64 N. Clark  
Sullivan, MO 63080



FOREIGN EXCHANGE SERVICE – Continued MO. PUBLIC SERVICE COMM

8. No off premise extensions will be furnished in connection with foreign exchange service.
9. 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.

B. Rates

1. 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.
2. 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 the foreign exchange service is to be associated.
3. 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 will be established on an individual case basis (ICB).
  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.

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