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INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

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A. OVERVIEW

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Today's communications network involves many special networks, physical transmission facilities, and controllers of various types, including computer. ISDN provides integrated access to circuit-switched networks in which all the various needs of the independent networks can be accommodated by a single transport network that handles both voice and data traffic. This single transport network is designed to provide a single communication interface for the customer so that terminal equipment can be plugged into an outlet as easily as a plain old telephone service (POTS) telephone is plugged in.

ISDN is an integrated digital network providing end-to-end connectivity, and supporting a wide range of services. These services include voice and non-voice (i.e., data), accessed by users through a set of standard multipurpose user-network interfaces.

Typically two interfaces define the connectivity between switching equipment and customer equipment.

- Basic Rate Interface (BRI)
- Primary Rate Interface (PRI)

Both interfaces allow voice and data services simultaneously, and are designed to support both circuit-switched connections.

B. DEFINITIONS

B (Bearer) Channel

An ISDN B-Channel is a bi-directional synchronous channel capable of supporting digitized circuit-switched voice (CSV) and/or data (CSD) communications at speeds up to 64 Kbps, between the customer's premises and the Company's central office.

B-Channel Circuit-Switched Data

Circuit-switched data provides the capability of placing data calls over the public switched network. Information is transmitted in the same manner as digitized voice. Like a voice call, a circuit-switched data call ties up network/system resources for the duration of the call. Calling Line Identification functionality is provided on circuit-switched data calls.

B-Channel Alternate Circuit-Switched Voice/Data

Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.

BRI - Basic Rate Interface

The ISDN BRI combines two 64Kbps B channels and one 16Kbps D channel (2B+D) over one Digital Subscriber Line (DSL).

Channel

The electrical path provided by the Company between two or more points for the transmission of voice or data communications.

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

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B. DEFINITIONS (cont'd)

Clear Channel Capability

The capability to transport 64Kbps over a channel with no constraint on the quantity or on the sequence of bits. When a clear channel call is switched through non-ISDN offices, the call may be subrated to 56 Kb digital or analog service.

D (Delta) Channel

The Packet-switched channel on a DSL at 16 Kbps, or a PRI that carries signaling messages and packet-switched user data.

D-Channel Packet-Switched Data

An X.25 logical circuit which allows users to originate and receive X.25 data calls their ISDN D-Channel. Multiple data calls can be active simultaneously on a single D-Channel.

Device(also referred to as Terminal)

An ISDN device is an ISDN telephone or computer with ISDN interface equipment that is attached to an ISDN line. An ISDN device is classified as customer premises equipment (CPE). It is the responsibility of the customer to obtain and operate the ISDN device.

DSL – Digital Subscriber Line (See BRI or PRI Descriptions)

Integrated Services Digital Network (ISDN)

ISDN provides end-to-end digital communications and gives the ability to transmit voice and data over the same telephone line simultaneously. A customer can send information from a computer and talk to the person on the other end of the line at the same time. This functionality is provided by channelized transport facilities.

NT-1 Interface

Equipment installed at the customer's location that converts data in ISDN line format to a format that can be utilized by the customer's ISDN telephones and ISDN computer interface equipment. One NT-1 is required per SLI. The NT-1 may be a separate piece of equipment, or may be integrated into the ISDN telephone set or computer interface equipment. The NT-1 Interface is classified as network terminating equipment, and is the property of the Company.

Primary Directory Number (PDN)

The first telephone number that is assigned to one DSL Only one PDN is allowed on a DSL.

PRI-Primary Rate Interface

The ISDN PRI combines 23 b-channel and one 64Kbps D-Channel on a single line. Also called the extended Digital Subscriber Line.

Secondary Directory Number(SDN)

Telephone numbers that can be dialed by customers that are assigned to one DSL in addition to the first telephone number.

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C. SERVICE DESCRIPTION

ISDN is offered in two different channel structures. The first is Basic Rate Interface (BRI), and the second is Primary Rate Interface (PRI). Both use channels called "B" or Bearer channels and "D" or Delta channels. The B channel provides a transmission path for user information, such as voice and data, while the D channel carries signaling information and packet data.

Each B channel is a 64 kilobit per second (Kbps) clear channel connection. The D channel is a 16 Kbps packet channel that is used to send and receive call set-up and signaling messages to the terminal equipment (customer premises equipment), and carry limited packet data.

1. BRI – Basic Rate Interface

The BRI normally includes two B channel and one D channel (2B+D), however it can be configured to only include a D channel, or one D channel and one B channel. The BRI supports the following:

- ◆ Simultaneous data and voice communications
- ◆ Data channel rates up to 64 Kbps
- ◆ Message-based signaling, separate from the voice/data channels
- ◆ Reliable packet switched data transmission

B-Channel

- ◆ 64 Kbps per channel
- ◆ Voice or data
- ◆ Circuit or packet switched

D-Channel

- ◆ 16 Kbps
- ◆ Signaling messages and packet data
- ◆ Packet-switched
- ◆ Defined for customer usage

2. PRI-Primary Rate Interface

The basic PRI includes twenty three B channels and one D channel (23B+D). However it can be configured to include multiple D channels, and up to a maximum of 479 B channels. The PRI supports the following:

- ◆ Non-Facility Associated Signaling (NFAS) – allows multiple DSI facilities to be controlled by a single PRI D channel.
- ◆ PRI D-Channel Backup (DCBU) – this capability can only be assigned to a NFAS group and allows a customer access to the network even if the "active" D-channel were to fail. This is accomplished by transferring signaling information to the "standby" D-channel.

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C. SERVICE DESCRIPTION (continued)

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2. PRI – Primary Rate Interface (continued)

- ◆ Fractional DSI Switching (N x DSO) Via PRI – allows a multi-bearer service capability by switching multiple rates of 64Kbps (i.e., N X DSO – where N is greater than 2 and less than or equal to 24).
- ◆ Dedicated – the entire trunk group is dedicated to a specific service (data, 800 service, DID, etc.)
- ◆ Call-by-call – Different types of service can be included in the same trunk group (IXC access, OUTWATS, DOD, etc.) Any call can be used for any service as long as there are available facilities (both B channels and service type) for the call.

B-channel

- ◆ 64 Kbps per channel
- ◆ Voice or data
- ◆ Circuit-switched
- ◆ Up to 479 channels per PRI (using multiple physical connections) defined as required for customer usage where facilities permit

D-channel

- ◆ 1 is required, 2 if optional back-up selected and more than one physical link is used.
- ◆ 64 Kbps per channel
- ◆ Control and signaling messages

PRI ISDN is usually provisioned using one or more T-1 facilities

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D. TERMS AND CONDITIONS

1. General

- a. The customer or customer's authorized agent will be responsible for the procurement of associated customer designated premise equipment and will ensure compatibility with the ISDN digital switch serving the customer.
- b. The Company shall terminate ISDN Service at the Company network interface (NT-1).
- c. Should any change in CPE or inside wiring not owned by the Company require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN service fail due to CPE, inside wiring (including riser cable) not owned by the Company, or power failure the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
- d. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all CPE and inside wire not owned by the Company that the customer uses in connection with this service. CPE and premises wiring must be compatible with the Company's provision of ISDN Service. The customer is responsible for programming all features and functions into the ISDN CPE. The Company will perform this service on a Time and Charges Basis at the customer's request.
- e. If an ISDN service interruption, disconnection, error, performance failure, or out-of-service condition occurs, and lasts for more than 24 consecutive hours after the customer notifies the Company of the condition, an out-of-service credit will be applied to the customer's bill. Should the condition be caused by actions of the customer, CPE, inside wiring and/or interface no credit will be applied. This service will be based on a 30 day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and then multiplying that daily rate by the number of days, or major fraction thereof that the service was interrupted. This will be the customer's sole remedy.
- f. The minimum service period for ISDN Service is six months. If a customer terminates service prior to the completion of the greater of six months of his/her contract period, the customer shall remain liable for payment of the contract period or six full months of service as appropriate. PRI service may be purchased at a discount by signing a 3 or 5 year contract.

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D. TERMS AND CONDITIONS (cont'd)

2. Availability

- a. The rates and charges for ISDN Service are applicable only to customers in those areas that have been designated by the Company as having ISDN Service available. Customers in those areas where the Company has not designated that ISDN service is available may be eligible to obtain ISDN service, subject to Company approval, at rates and charges determined on an individual case basis (ICB). The Company reserves the right not to provide ISDN Service to any location in which it is not equipped to do so.
- b. ISDN Service may be provided to customers from a central office other than their normal serving office depending on the availability of facilities.
- c. Some services are not available and/or compatible with ISDN.

3. Indemnification

- a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of the customer's material breach of this tariff. Indemnification shall include, but is not limited to, costs and attorney's fees.
- b. The customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using CPE, inside wire not owned by the Company, or customer's communications result in any claim or legal action brought by a nonparty, the customer shall indemnify and hold the Company harmless.

4. Protection of the Network

- a. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company-provided facilities or other companies' facilities used in connection with the provision of ISDN capabilities, such as customer-provided equipment.
- b. The Company will notify the customer of any deviation from the authorized transmission or specifications established in provision of the service.

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D. TERMS AND CONDITIONS (Cont'd)

4. Protection of the Network (Cont'd)

- c. Upon notification by the Company that unauthorized transmission are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis. If the correction is not forthcoming on an expeditious basis, the Company may at its sole discretion, disconnect service to protect the network. The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expenses directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

E. STANDARD FEATURES AND FUNCTIONS

Description

Two sets of features are being offered with ISDN Service; one set for voice and one set for data. Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available, or may be required to be offered via an access code. The standard features and functions support two devices per Digital Subscriber Line (DSL). Any ISDN feature may be activated by depressing a button on the ISDN set or by dialing an access code. The customer can assign how each feature is activated. The feature sets are as follows:

1. Voice Features

- a. Analog Call Appearance – enables analog station users to share their call appearance on a DSL ISDN Service user's device. All Analog Call Appearances must be provisioned from the same serving central office as the DSL ISDN Service. One appearance, per number, per device is allowed. Some analog services are not compatible with DSL ISDN Service.
- b. Additional Call Offering – allows the user to be notified of an additional call when the telephone set is busy. Similar to conventional Call Waiting, multiple incoming calls to a directory number or secondary directory number (if purchased) can be terminated to the telephone.
- c. Call Appearance – is the position on the device to which numbers are assigned. A Directory Number can be shared by more than one ISDN device. The quantity and/or position of Primary Directory Number (PDN), Secondary Directory Numbers (SDN), Analog Call Appearance (ACA) and Shared Call Appearance (SCA) are limited by the configuration of the ISDN CPE. A Total of four call appearances per device are included in the standard package.

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E. STANDARD FEATURES AND FUNCTIONS (cont'd)1. Voice Features (Cont'd)d. Call Exclusion - This feature has two options:

Automatic Exclusion - allows a user to restrict other users that share a Directory Number from bridging onto an active call or retrieving a held call. This option is automatically invoked whenever the user goes off hook to receive or place a call.

Manual Exclusion - allows a user to restrict other users, which share a Directory Number from bridging onto an active call or retrieving a held call. This option is activated by pressing a feature button or dialing a code before dialing a call or during a call.

e. Call Forwarding Busy Line – All Calls (Pre-programmed)-allows all calls to a busy Primary Directory Number to be forwarded to another number.f. Call Forwarding – Don't Answer (Pre-programmed) - allows all calls terminating to an idle Primary Directory Number to be forwarded to another number when the called PDN does not answer after a predetermined number of seconds.g. Call Forwarding Variable-All Calls - allows a user to forward all Primary Directory Number calls to another number by pressing the Call Forwarding-Variable feature button or dialing a code. The forward-to number is customer changeable. The user must activate or deactivate the forwarding function by using either an access code or a feature button. The standard configuration provides for this feature on a feature button.h. Call Hold - allows the user to place a call on hold by depressing a button or dialing a code.i. Call Transfer - enables the user to transfer a call to a third party by depressing a button or dialing a code.

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E. STANDARD FEATURES AND FUNCTIONS (Cont'd)1. Voice Features (Cont'd)

- j. Clear Channel Capability - a characteristic of the transmission paths on the B Channel that allows the full bandwidth of 64 Kbps to be available to the customer. It is also possible to bridge two B Channels together to achieve data transmission speeds of 128 Kbps. However, ISDN interconnection to or through non-ISDN equipped central offices will potentially be subjected to analog transmission or sub-rated to 56 Kbps per channel.
- k. Conference (3 way) - allows a user to establish a three-way conference call by depressing a button or dialing a code.
- l. Display - Provides the ISDN terminal a display of the time and date, calling number, call appearance identification, called number, incoming call identifier and feature activation operation.
- m. Drop - allows a user to drop the last party added to a conference call or to disconnect a two-party call by depressing a button or dialing a code.
- n. Intercom - allows a user to establish a dedicated priority call to any other station that is a member of the same intercom group within the same central office. Special alerting, depending on CPE, is provided for an incoming intercom call. Intercom is only available with multi-line service.
- 1) Auto Intercom - when deployed with multi-line service, allows two members to be part of an intercom group, which enables intercom calls to be completed by depressing the feature button. Dialed digits are not required.
- 2) Dial Intercom - allows a user to establish a call to any other station that is a member of the same intercom group. This is done by pressing the Intercom button and dialing one or two digits. Special alerting, depending on CPE, is provided for an incoming Intercom call.

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

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E. STANDARD FEATURES AND FUNCTIONS (Cont'd)

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1. Voice Features (Cont'd)

- o. Primary Directory Number (PDN)-Each ISDN line is assigned one PDN.
- p. Ringing Options-allows ISDN customers to establish flexible call handling arrangements for answering incoming calls that terminate on the shared Call Appearances of a Directory Number. The ringing options available on a per-device basis for a shared Directory Number are as follows:
 - 1) Abbreviated Ringing-assigned for a user who wants the device to begin ringing immediately for an incoming call and to stop ringing after "N" seconds.
 - 2) Delayed Ringing-assigned for an incoming call to be delayed for "N" seconds, however, the Call Appearance indicator or "status" lamp begins flashing immediately.
 - 3) No Ringing-assigned for a user who desires no ringing for an incoming call that terminates on a Call Appearance of the Directory Number.
 - 4) Normal Ringing-Ringing begins immediately for an incoming call and continues until the call is forwarded, answered, or abandoned.
- q. Secondary Directory Number (SDN) - is any directory number other than the Primary Directory Number assigned to an ISDN device. If more than one SDN is assigned to a device, additional charges will apply.
- r. Shared Call Appearance - allows several devices to share one or more call appearance for a particular directory number. Origination of and termination of calls on one terminal will affect all terminals sharing the call appearance. This service is only available with multi-line ISDN service.
- s. Speed Calling - permits a user to dial pre-programmed numbers using fewer digits than normally required. A speed call list allows for up to thirty preprogrammed numbers per terminal.
- t. Standard Configuration Group - the standard arrangement which associates a button of an ISDN station set to a feature.
- u. Visual Message Waiting Indicator - is available on PDNs and notifies the user of a message waiting by lighting a lamp on the customer's phone. Messages may be retrieved by calling the message service center or by accessing a voice mail system. The feature is dependent on the serving ISDN equipped central office and the customer's equipment.
- v. Direct Inward Dialing (DID) Signaling - permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will output digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN-PRI charges.

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

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E. STANDARD FEATURES AND FUNCTIONS(Cont'd)

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2. Data Features

- a. Call Forwarding Busy Line For Circuit-Switched Data - permits all circuit-switched data calls attempting to terminate to a busy Primary Directory Number to be redirected to another customer-specified directory number. A busy line condition exists when a circuit-switched data B-channel is unavailable. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button or feature code that can be activated or deactivated by the user. If the feature is assigned to a feature button or feature new forward-to directory number.
- b. Call Forwarding Don't Answer For Circuit-Switched Data - permits all circuit-switched data calls attempting to terminate to an idle Primary Directory Number to ring a specified number of seconds prior to being forwarded to a previously specified directory number. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button or feature code that can be activated or deactivated by the end user. If the feature is assigned to a feature button or feature code, forward-to directory number can be changed by dialing an access code and programming the new forward-to directory number.
- c. Call Forwarding Variable-All Call For Circuit-Switched Data - allows circuit-switched data calls attempting to terminate to a line to be redirected to another specified line. The user must activate or deactivate the forwarding function by either using a feature code or a feature button. If the feature is assigned to a feature button or feature code, the forward-to directory number can be changed by dialing an access code and programming the new forward-to directory number.

3. D-Channel Packet-Switched Data Features

- a. X.25 Flow Control Parameter Negotiation - permits negotiation on a per-call basis of the flow control parameters associated with a given virtual call, such as packet size and window size for each direction of data transfer. The data window size and the maximum packet size is negotiated automatically during an X.25 data call.
- b. X.25 Logical Channels - virtual circuits rather than physical circuits are used to establish packet switch calls. When a virtual circuit is established, a logical channel is assigned at the CPE and the switch for the duration of the call. A virtual circuit does not use any capacity of the facility unless data is actually being transferred. Two logical channels are provided per DSL.
- c. X.25 Throughput Class Negotiation - permits negotiation on a per-call basis of the throughput class for each direction of data transfer associated with a virtual call. The data terminal can negotiate the throughput call for an X.25 data call.

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E. STANDARD FEATURES AND FUNCTIONS (Cont'd)

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4. Optional Features

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a. D-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

b. Incoming Call Identification (Caller ID Name and Number)

Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The customer' equipment must be compatible with this service.

c. 2 B-Channel Transfer

If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network.

d. Circular Hunt

Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities.

e. E911 Call Screening

E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Automatic Location Identification (PSALI) Service, associated with E911 Service.

F. RATES AND CHARGES

1. The standard package includes a total of six call appearances per terminal. The four call appearances will include one Primary Directory Number and three call appearances made up of the following:

Maximum of one Secondary Directory Number

Maximum of three call appearances of the Primary Directory Number (same number)

Maximum of four call appearances of the Secondary Directory Number (same number)

Maximum of one Analog Call Appearance

Maximum of two Shared Directory Numbers

2. Additional call appearances are available at rates and charges specified in Optional Features and Functions.

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Dave Beier, Vice President - Regulatory
Fidelity Communication Services I, Inc.
64 N. Clark
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A. RATES AND CHARGES (Cont'd)

1. Rates and Charges for ISDN Service are as follows:

a. BRI-Base Rate Interface including standard features and functions, each

	<u>All Exchanges</u>	<u>All Exchanges</u>
	<u>NRC</u>	<u>Monthly</u>
Residence	\$110.00	\$ 35.00
Business	\$110.00	\$ 45.00

b. PRI-Primary Rate Interface, one-way, including standard features and functions, each

	<u>All Exchanges</u>	<u>All Exchanges Except Rolla</u>	<u>Rolla Exchange</u>
	<u>NRC</u>	<u>Monthly</u>	<u>Monthly</u>
Month to Month	\$300.00	\$600.00	\$500.00
1 Year Contract	\$250.00	\$550.00	\$450.00
3-5 Year Contract	\$200.00	\$500.00	\$400.00

c. Change Charges

	<u>NRC</u>
1.) Changes made to a DSL, per order	\$ 20.00
2.) Feature changes, per order	\$ 15.00

d. PRI-Primary Rate Interface, two-way, including standard features and functions, each

	<u>All Exchanges</u>	<u>All Exchanges Except Rolla</u>	<u>Rolla Exchange</u>	
	<u>NRC</u>	<u>Monthly</u>	<u>Monthly</u>	
Month to Month	\$300.00	\$600.00	\$550.00	
1 Year Contract	\$250.00	\$550.00	\$500.00	
3 Year Contract	\$200.00	\$500.00	\$450.00	(T)
5 Year Contract	\$200.00	\$450.00 (R)	\$400.00 (R)	(T)

* Customers who cancel service prior to the expiration of their contact term will be liable for the number of months remaining on the contract times the monthly charge.

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 Fidelity Communications Services I, Inc.
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F. RATES AND CHARGES (Cont'd)

	<u>NRC</u>	<u>Monthly</u>
d. Optional Features and Functions		
Additional Analog Call Appearance, per number	\$ 7.00	\$ 1.00
Additional Call Appearances, per appearance	\$ 7.00	\$ 1.00
Additional X.25 Logical Channel, per logical channel	\$ 12.00	N/A
Additional Primary Directory Number, per PDN (1)	\$ 15.00	\$ 5.00
Additional Secondary Directory Number, per SDN	\$ 10.00	\$.50
Additional Shared Call Appearance, per appearance	\$ 7.00	\$ 1.00
Audible Message Waiting Indicator, per PDN	\$ 10.00	N/A
Call Forwarding Busy Line-All Calls, per number (2)	\$ 12.00	N/A
Call Forwarding Don't Answer-All Calls per number (2)	\$ 12.00	N/A
Call Forwarding Variable-All Calls, per SDN (2)	\$ 12.00	N/A

(1) Inherent with the purchase of an additional PDN are all of the standard voice and data features for ISDN Service.

(2) Optional with Additional Secondary Directory Numbers.

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

Effective: June 1, 2000

Missouri Public

INTEGRATED SERVICES DIGITAL NETWORK

REC'D MAY 23 2002

F. RATES AND CHARGES (Cont'd)

	Service Commission <u>NRC</u>	<u>Monthly</u>
d. Optional Features and Functions (Cont'd)		
Call Pick-Up, per number	\$ 12.00	N/A
Non-Standard Configuration Group, per button	\$ 13.00	N/A
Six-Way Conference, per terminal	\$ 18.00	\$ 1.00
Speed Calling 8, per terminal	\$ 15.00	\$ 1.00
X.25 Fast Select Acceptance per number	\$ 10.00	N/A
X.25 Reverse Charge, per number	\$ 10.00	N/A
X.25 Reverse Charge Acceptance, per number	\$ 10.00	N/A
D-Channel Backup, each channel	N/A	\$ 65.00
Incoming Call Identification (Caller ID Name and Number), per PRI	N/A	\$115.00
2 B-Channel Transfer, per PRI	N/A	\$ 75.00
Circular Hunt, per PRI	N/A	\$ 25.00
E911 Call Screening, per PRI, up to 100 Station numbers	N/A	\$125.00

(N)

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INTEGRATED SERVICES DIGITAL NETWORK

F. RATES AND CHARGES (Cont'd)

e. Bundled Packages (available in all exchanges)

1. PRI PACS

(Includes PRI-Primary Rate Interface, two-way, including standard features and functions, Incoming Call Identification (Caller ID Name and Number) and one block of 100 seven-digit numbers for Direct Inward Dial (DID))

	<u>Monthly Rates</u>
Term commitment	
1 year contract	\$600.00
3 year contract	\$550.00
5 year contract	\$450.00

Standard nonrecurring installation charges are waived for 3 and 5 year contracts. Customers who cancel service prior to the expiration of their contract term will be liable for the number of months remaining on the contract times the monthly charge.

**DIRECT INWARD DIAL (DID) PBX STATION NUMBERS, TRUNKING AND
COMMON EQUIPMENT** MO. PUBLIC SERVICE COMM

A. GENERAL

1. Direct Inward Dialing (DID) permits incoming dialed calls from the exchange network to reach a special number within a customer system without the assistance of an attendant.
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. Digital Central Offices

The Telephone Company assigns station numbers for DID in blocks of 20 numbers in all digital central offices.
4. Customers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.
5. 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.

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FIDELITY COMMUNICATIONS SERVICES I, Inc.

APR 09 2000

PSC MO. No. 1
Section 37
Original Sheet 2

MO. PUBLIC SERVICE COMM

DIRECT INWARD DIAL (DID) PBX STATION NUMBER, TRUNKING AND
COMMON EQUIPMENT (cont'd)

B. RATES

	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. Digital Central Office- Block of 20 Seven-Digit Numbers for Direct Inward Dial Station Numbers Assigned, each Block	\$ 60.00	\$ 15.00
2. First block of 100 Seven- Digit Numbers for Inward Dial Station Numbers Assigned, each Block	\$235.00	\$ 15.00
Additional block of 100 Seven-Digit Numbers for Inward Dial Station Numbers Assigned	\$ 50.00	\$ 15.00

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Fidelity Cablevision LLC
d/b/a Sparklight

P.S.C. No. 1
Section 38
1st Revised Sheet 1
Cancels Original Sheet 1

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

- Section 38, Original Sheet 1
- Section 38, Original Sheet 2
- Section 38, Original Sheet 3
- Section 38, Original Sheet 4
- Section 38, 2nd Revised Sheet 5

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PAYPHONE SERVICE

MO. PUBLIC SERVICE COMM

C. General Regulations (Cont'd)

- 9. Installation Charges and the appropriate NID material charge apply when a premise visit is made for the sole purpose of installing a customer request NID.
- 10. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and the rules or regulations of the Missouri Public Service Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- 11. Off-Premise Extensions are not permitted.
- 12. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all payphone Instrument lines.

B. Responsibility of the Customer

- 1. The Customer for the purposes of this tariff is defined as the Payphone Service Provider.
- 2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the American With Disabilities Act of 1990.

The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration Program. In addition, the customer must comply with the Missouri Public Service Commission's Rules and Regulations regarding the use of customer-provided pay telephones.

- 3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.
- 4. The customer shall be responsible for obtaining a Certificate of Service Authority (CSA) to provide Payphone Service and for providing proof of said authority prior to installation of service.

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PAYPHONE SERVICE

MO. PUBLIC SERVICE COMM

B. Responsibility of the Customer (Cont'd)

- 5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's exchange access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from any liability or loss resulting from all calls billed to customer's exchange access line.
- 6. Any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone are the responsibility of the customer.
- 7. The customer shall not program or cause to be programmed any such telephone used in connection with this service to limit the duration of a local message.

C. Violation of Regulations

- 1. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is, likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in the disconnection of service until such change is completed to the satisfaction of the Company.
- 2. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.

D. Instrument Implemented Payphone Service

Instrument Implemented Payphone Service is offered for use with a customer provided pay telephone. All attachments of a customer provided instrument to the network must be made pursuant to the rules and regulations set forth in this Tariff and as required by State and Federal commissions.

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E. Features and Functions

MO. PUBLIC SERVICE COMM

1. Answer Supervision provides signaling on the line notifying the line that the called party has answered.
2. Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party. This feature is an additive to the CO Implemented Coin Line.
3. Special Number Assignment is a specific number requested by the customer. This service is available where facilities are accessible and it is technical feasible to provide. This feature is an additive to the Instrument Implemented Payphone Service.
4. Selective Class of Call Screening will be provided where such facilities are available at the customer's option. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls, placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card.
5. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request either Selective Class of Call Screening or OLS.

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PAYPHONE SERVICE

F. Rates and Charges

1. Exchange Access Line

Instrument Implemented Payphone Service, 2-way Service	\$26.00 (I)	
--	-------------	--

2. Features and Functions

	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$2.00	
Special Number Assignment		\$5.00
Selective Class of Call Screening	\$2.00	

3. A local message from Customer Provided Payphone Service served by a given exchange is a completed local call originating at such service and terminating at any service, which may be called without a toll charge.

4. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for Instrument Implemented Payphone Service.

5. Where Custom Calling Service is desired, the charges as specified in the Appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

6. Rates and Charges contemplate a normal business exchange access line Service installation.

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Fidelity Cablevision LLC
d/b/a Sparklight

P.S.C. No. 1
Section 39
2nd Revised Sheet 1
Cancels 1st Revised Sheet 1

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

- Section 39, 1st Revised Sheet 1
- Section 39, 1st Revised Sheet 2
- Section 39, 2nd Revised Sheet 3
- Section 39, 1st Revised Sheet 4
- Section 39, 4th Revised Sheet 5
- Section 39, 1st Revised Sheet 6

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ENHANCED BUSINESS SERVICES AND CENTREX SERVICES (Cont'd) (T)

C. DESCRIPTION OF SERVICE FEATURES

- 1. Basic Features
 - a. Direct Inward Dialing (EBS-I / EBS-II / Centrex) – Calls to individual EBS and Centrex lines may be dialed directly to the line from an outside line. (T)
 - b. Direct Outward Dialing:
 - 1. EBS-I - Calls to outside lines may be dialed using the standard calling sequence.
 - 2. EBS-II and Centrex - Calls to outside lines may be dialed by dialing 9 and the standard calling sequence. (T)
 - c. Station to Station Dialing (EBS-II / Centrex) – This feature allows a subscriber to complete a call to other lines within the same group by dialing the last one to four digits of the line number. The customer selects the number of digits to be dialed. (T)
- 2. Add-on Features
 - a. Busy Transfer (EBS-I / EBS-II / Centrex) - Allows calls routed to a busy station to be rerouted automatically to another station within the group. (T)
 - b. Call Forwarding (EBS-I / EBS-II / Centrex) – Allows a station user to have incoming calls to his station automatically forwarded to a predetermined telephone number. Three (3) types of Call Forwarding are available: Call Forward Universal, which re-routes incoming calls to another telephone number; Call Forward Busy, which directs incoming calls to a busy station to be forwarded to a designated station or attendant; and Call Forward Don't Answer, which routes incoming calls to another designated station or attendant if the called station does not answer within a specified time. 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. Call Forwarding-Remote Activation permits the Call Forward Universal subscribers who are traveling, the ability to activate, change, or deactivate their Call Forward service from anywhere in the town, state or country. (N)
 - c. Call Hold (EBS-I / EBS-II / Centrex) – This feature allows a subscriber to place an established call on hold freeing the subscriber's line to originate another call, use call pickup, retrieve a waiting call, or return to a previously held call. (T)
 - d. Call Pickup (EBS-I / Centrex) – Allows the subscriber to answer any ringing phone within the group by dialing a code. (T)
 - e. Call Pickup Group (EBS -II / Centrex) – This feature allows the subscriber to answer a call to an unattended station in the same call pickup group. With EBS-II a customer can establish up to 50 call pickup groups within the subscriber's total call group. Each line can belong to only one call pickup group and can only answer calls to other lines within that pickup group. (T)

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64 N. Clark
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ENHANCED BUSINESS SERVICES AND CENTREX SERVICES – (Cont'd)**C. DESCRIPTION OF SERVICE FEATURES (Cont'd)**

2. Add-on Features (Cont'd)

- f. Call Transfer (EBS-I / EBS-II / Centrex) – Allows a subscriber to transfer a call to another line either within or outside the customer group.
- g. Call Waiting (EBS-I / EBS-II / Centrex) – Alerts a subscriber who is using his EBS line that another call is waiting his line that another call is waiting. Audible ringback is returned to the calling party instead of a busy tone. This feature also allows the subscriber to dial a code before placing a call to cancel Call Waiting for the duration of that call. Once the call has been terminated the Call Waiting feature is automatically reactivated.
- h. Directory Number Hunt (EBS-I/ EBS-II / Centrex) – Permits incoming calls to be switched to an idle line based upon a predesignated hunting sequence.
- i. Distinctive Ringing (EBS-I / EBS-II / Centrex) – Provides the subscriber with different ringing patterns for calls originating inside or outside the customer group. In addition a different signal is provided on Call Waiting, if the customer subscribes, for calls originating inside or outside the customer group.
- j. Don't Answer Transfer (EBS-I / EBS-II / Centrex) – Automatically transfers terminating calls encountering no answer to a predesignated line within the group if the call is not answered within the group if the call is not answered within a preselected number (two to ten) of ring cycles.
- k. Intercom (EBS-I / Centrex) – Allows the subscriber to dial other lines in the EBS group by dialing the pound sign (#) and a single digit.
- l. Restricted Station Options (EBS-I / EBS-II / Centrex) – Allows the subscriber to predesignate limitations on incoming and outgoing calls to/from a line. Incoming calls may e restricted to calls from the group. Each line may have two different levels of outgoing restrictions. Outgoing restrictions might include group only, local calling only, intraLATA calling only, or interLATA calling only, for example. Limitations may apply and specific restrictions desired must be discussed with the Telephone Company. Each requested restriction is counted as a separate basic feature.
- m. Three Way Conference Calling (EBS-I / EBS-II / Centrex) – This feature allows an EBS subscriber to form a three-way conference call with two other parties, located either within or outside the group.
- n. Multiple Directory Number – Allows a single Centrex line to have up to three (3) telephone numbers associated to the primary directory number while allowing only one call path.
- o. Secondary Directory Number – Directory number not associated with a line, but assigned for use with priority hunting. (N)
(N)

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ENHANCED BUSINESS SERVICES AND CENTREX SERVICES (Cont'd) (T)

C. DESCRIPTION OF SERVICE FEATURES (Cont'd)

- 3. Abbreviated Dialing Features
 - a. Convenience Dialing (EBS-I / Centrex) – This feature allows a group to use a Convenience Dialing List which associates each of 30 frequently called numbers (up to 15 digits each) with a two digit code. These numbers can be dialed by dialing an asterisk (*) and the two digit code. (T)
 - b. Group Speed Calling (EBS-II / Centrex) - This feature allows the customer to assign the access lines in his total group to up to 20 speed calling groups. Each user within a group can then use the Group Speed Calling List for that group which associates each of 30 frequently called numbers (up to 15 digits each) with a two digit code. The frequently called numbers can be dialed by dialing an asterisk (*) and the two digit code. (T)
 - c. Short Speed Calling (EBS-I / EBS-II / Centrex) – This feature allows any individual line of a customer to establish a speed calling list of eight frequently used numbers (up to 15 digits each) with a single digit index code. The subscriber can then dial these frequently called numbers by dialing an access code (usually *74) and the index code. (T)
 - d. Long Speed Calling (EBS-I / EBS-II / Centrex) – This feature allows any individual line of a customer to establish a speed calling list of thirty frequently used numbers (up to 15 digits each) with a two digit index code. The subscriber can then dial these frequently called numbers by dialing an access code (usually *74) and the index code. (T)
 - e. See paragraph B(5)c above for restrictions related to Abbreviated Dialing Features. (T)

D. Rates

- 1. In addition to the EBS line rates as specified in this section, rates for Business One-Party Touch Tone Local Exchange Service apply. They do not apply to Centrex lines. (T)
- 2. Installation and move and change charges are applicable as set forth in this tariff.

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ENHANCED BUSINESS SERVICES AND CENTREX SERVICES – (Cont'd)

D. Rates – (Cont'd)

3. All rates listed below are per individual EBS line.

	Monthly Rate <u>EBS-I</u>	Monthly Rate <u>EBS-II</u>
a. Basic features and a Package of 6 of the Add-on Features as listed in paragraph C above	13.00	15.00
b. Basic features and a Package of 12 of the Add-on Features as listed in paragraph C above	18.00	18.00
c. Convenience Dialing	6.00	N/A
d. Group Speed Calling	N/A	6.00
e. Short Speed Calling	3.75	3.75
f. Long Speed Calling	6.40	6.40
g. Basic Features and Call Transfer	8.00	8.00

4. Basic Centrex Line Rates (T)

Basic Centrex Line with all Basic Features, plus the following Add-On Features: Caller ID with Number only, Call Transfer, Call Waiting, Call Forwarding (all types), Call Hold, Call Pickup, Call Pickup Group, Short Speed Call, Directory Number Hunt, Multiple Directory Number, Intercom and Three Way Conference Calling (T)

a. <u>Rates for all exchanges, except Lebanon, 2-500 lines, each *</u> (N)	
Month to Month	\$24.00
One Year Commitment	\$22.00
Three Year Commitment	\$20.00

*Includes Extended Area Service (EAS) as described in Section 25 of this tariff.

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

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ENHANCED BUSINESS SERVICES AND CENTREX SERVICES – (Cont'd)

D. Rates – (Cont'd)

4. Basic Centrex Line Rates (Cont'd)

b. Rates for the Lebanon exchange, 2-99 lines, each

	Monthly Rate
Month to Month	\$24.00
One Year Commitment	\$22.00
Three Year Commitment	\$20.00

c. Rates for the Lebanon exchange, 100-500 lines, each

	Monthly Rate
Month to Month	\$22.00
One Year Commitment	\$20.00
Three Year Commitment	\$18.00

5. Universal Caller ID with Name and number for up to 200 lines \$200.00

6. Secondary Directory Number (per directory number) per month \$3.00

E. IP Centrex Premium service

This is a Voice over Internet Protocol (VoIP) telephony central exchange service including the following features: Account/Authorization Codes, Alternate Numbers, Anonymous Call Rejection, Authentication, Automatic Callback, Automatic Hold/Retrieve, Barge-in Exempt, Basic Call Logs, Broadworks anywhere, Busy Lamp Field, Call Capacity Management, Call Forwarding/Always/Busy/No Answer/Not Reachable/Selective, Call Park, Call Pickup, Call Return, Call Transfer, Call Waiting, Calling Line ID Delivery Blocking, CommPilot Call Manager, CommPilot Express, Customer Originated Trace, Directed Call Pickup, Directed Call Pickup with Barge-In, Diversion Inhibitor, Do Not Disturb, External Calling Line ID Delivery, Flack Call Hold, Hoteling Guest, Hoteling Host, Intercept Group, Intercept User, Internal Calling Line ID Delivery, Inventory Report, Last Number Redial, LDAP Integration, N-way calling, Outgoing Calling Plan, Outlook Integration, Physical Location, Preferred Carrier Group, Preferred Carrier User, Priority Alert, Privacy, Push to Talk, Remote Office, Selective Call Acceptance, Selective Call Rejection, Sequential Ring, Shared Call Appearance, Simultaneous Ring Personal, Speed Dial 100, Speed Dial 8, Third-Party MWI, Three Way Calling, Two-Stage Dialing, Voice Messaging Group (portal) and Voice Portal Calling.

This service is sold to business customers only and monthly rates are determined on an Individual Case Basis (ICB).

(N)

 (N)

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LIFELINE SERVICE

A. General Regulations

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)

(T)

FIDELITY COMMUNICATIONS SERVICES I, INC.

P.S.C. MO. NO. 1
Section 40
4th Revised Sheet No. 2
Cancels (see below)

CANCELLING P.S.C. MO. NO. 1, SECTION 40:

3rd Revised Sheet No. 2
3rd Revised Sheet No. 3
3rd Revised Sheet No. 4

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FIDELITY COMMUNICATIONS SERVICES I, INC.

P.S.C. MO. NO. 1
Section 41
3rd Revised Sheet No. 1
Cancels (see below)

CANCELLING P.S.C. MO. NO. 1, Section 41:

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ENHANCED DIGITAL VOICE SERVICES

A. GENERAL

Enhanced Digital Voice Services are optional communications services, as described below. The services are provided by a feature server using Internet Protocols (IP). Accordingly, a broadband connection, but not internet service, is required. Services are subject to availability of facilities and compatibility with customer premise equipment. There is a Residential Feature Pack and several Business Packs, as described in Section C. Also, these communications services will be offered in conjunction with various other deregulated information services. (T) (T)

B. SERVICE DESCRIPTIONS

1. Annoyance/Malicious Call Trace (Customer Originated Trace) – Allows customers to initiate a trace after he/she has received an annoying or malicious phone call.
2. Call Forwarding if Busy – Allows customers to automatically forward all calls to another number if the user is talking on their phone. This feature can be enabled / disabled from the phone using a feature code (*) or from the consumer web portal.
3. Call Forward Fixed to Voicemail – Allows customers to automatically forward all calls to a voice mail box.
4. Call Forwarding if No Answer – Allows customers to forward calls to another number if the user does not answer the phone. This feature can be enabled / disabled from the phone using a feature code or from the consumer web portal.
5. Call Forwarding Physical Phone – This feature allows calls to be forwarded to a specific phone, not the user of the phone.
6. Call Forward Always – Allows a customer to automatically forward all calls to another phone number. If the household administrator has also enabled the audible call forward feature, a user from user’s phone plays a tone. (T)
7. Call Hold – Lets a customer place an active call on hold using the phone. When a user puts a call on hold, the other party will hear music.
8. Call Waiting – This feature plays an audible tone to indicate that an incoming call is waiting. A user with a multi line phone can put the existing call on hold and accept the other call or they can alternate between the two calls.

9. Caller ID – This feature presents the number of the calling party to the user. This applies to IP, digital and analog phones with appropriate caller ID display of equipment. When an inbound call is received the phone number of the caller is displayed.
10. Caller ID block/unblock – Allows a user to enable or disable sending their caller ID information from outgoing calls.
11. Caller Name Presentation – Allows the name of an incoming call to be displayed on customer’s phone. The caller’s name can come from the PSTN network or from a contact entry in the user’s phone book.
12. Conferencing (Ad-Hoc, 3-way, 4-way) – This feature allows the user to add one or two other parties to an existing call, creating a three-way or four-way conference.
13. Last Call Return (Automatic Callback) – Allows user to automatically redial the last dialed number by pressing a single button on the telephone.
14. Last Number Redial (Automatic Redial) – Allows user to automatically redial the number of the last incoming call by pressing *69.
15. Speed Dialing - Lets you program up to 100 entries from your web portal, or using *75 from your phone. (T)
16. Anonymous Call Rejection (Unidentified Call Rejection) - Lets you block calls from callers who have caller ID blocked. Anonymous callers hear an intercept announcement or a busy tone.
17. Audible Call Forwarding - Plays an audible tone from your phone as a reminder that call forwarding unconditional is enabled.
18. Authorization Codes – Lets you make calls from phones other than your own, where your calling privileges are applied.
19. Billing (Account) Codes - Lets you enter a specific code each time you dial the phone so some or all of your calls can be associated with specific customers or groups.
20. Shared Call Appearance - Lets you have a phone that shows other people’s numbers and lets you answer their line. (T)
21. blank (T)
(T)

- 22. blank (T)
- 23. Call Groups – Provides a number of features that can be enabled for a group of people. The intercom, group call pickup, directed call pickup features can work on a group-basis. Call groups are created by administrators. (T)
- 24. Call Park - Lets you place an active call on hold, where it can be retrieved (picked-up) by another user.
- 25. Call Pickup - Lets you retrieve a call that has been parked at any extension.
- 26. Call Pickup Directed - Lets you retrieve a call that is ringing at another extension by dialing a code and the extension that is ringing.
- 27. Group Call Pickup - Lets you retrieve a call that is ringing at another extension by dialing a code. The last call ringing at your tenant is the call that is picked up.
- 28. Call Reason Display - Lets you know if an internal call is being transferred or forwarded to your phone.
- 29. Call Restrictions – Prevents the user from making certain types of calls. Allows the administrator to enable call restrictions for users.
- 30. Call Transfer (Blind and Consultative) – Lets you transfer active calls to other extensions using fixed buttons or the softkeys and the phone display. Consultative transfer allows the user to converse with a third party before transferring the call. When using blind call transfer, the user does not converse with the third party before transferring the call.
- 31. Distinctive Ringing - Lets you hear different types of rings depending on whether the calling party is internal or external.
- 32. Do Not Disturb - Lets you send all calls to voicemail by pressing a button on your phone, or from the web portal.
- 33. Hunt Groups/Series Completion Group – Lets you direct incoming calls to a group of users in series. The first number in the hunt group/series completion group rings when a call comes into the hunt group/series completion group telephone number. If there is no answer at the first number, the next number rings and so forth. (T)
- 34. Intercept Treatments - Lets you know the reason for call failures and informs you if a feature code you entered succeeded or failed. (T)

- 35. Intercom Calling – The hosted phone can be used as an intercom to talk to users in a call group, or the tenant. The intercom feature allows users to place an internal call to another user in the tenant where the user’s phone beeps and the phone’s microphone and speaker auto.
- 36. Music on Hold - Provides incoming callers with a music selection while on hold for any reason, such as conference, or call hold.
- 37. Music on Hold Suspension –Allows users to suspend music when they are on call hold. Callers to subscribers can suspend music on hold by pressing any key while on hold.
- 38. Outgoing Call Barring – Allows users to block outgoing calls from the user’s extension.
- 39. Programmed Button Access – The web portal lets a business user assign speed dials and special features to programmable buttons on the telephone. This feature is also known as one button dialing. The number and position of the programmable buttons varies depending on the phone type. When the administrator assigns one or more extensions to a user’s phone, the buttons associated with the extensions are locked and cannot be programmed by the business user. Unassigned buttons can be programmed to dial a phone number or to invoke a feature. After the user assigns a speed dial to a button, he can call the person by pressing a single button on the phone. If the users assign a feature to a button, the feature is invoked by pressing the button on his phone.
- 40. blank (T)
- 41. Sequential Ringing - Forwarded calls ring your forwarding locations one at a time.
- 42. Station to Station Dialing – This feature allows users to make internal calls to other users in their company or home by pressing their extension numbers. Users can make an internal call using on-hook or by pressing their extension numbers.
- 43. Ring Timers - Lets you specify the length of time you want to have a particular forwarding number ring, which speeds up the call forwarding process.
- 44. Priority Alert – Service enables a user to define criteria to have certain incoming calls trigger distinctive alerting. (T)
(T)

C. PACKS and RATES

	Monthly Rate		Exchange Offered	
	<u>Res.</u>	<u>Bus.</u>		
1. Residential Feature Pack (includes - Annoyance/Malicious Call Trace (Customer Originated Trace)*, Call Forwarding if Busy, Call Forward Fixed to Voice Mail, Call Forwarding if No Answer, Call Forwarding Physical Phone, Call Forward Always , Call Hold, Call Waiting, Caller ID, Caller ID Block/Unblock, Caller Name Presentation, Conferencing (Ad-Hoc, 3-Way, 4-Way), Last Call Return-(Automatic Callback) Last Number Redial-(Automatic Redial), Speed Dialing)	\$5.00	n/a	Lebanon, St. Robert, Waynesville Fort Leonard Wood Salem, Newburg, Richland, Dixon, Republic, Clever	(T) (T)
2. Business Feature Pack** (includes - Anonymous Call Rejection (Unidentified Call Rejection), Audible Call Forwarding, Authorization Codes, Billing (Account) Codes, Shared Call Appearance, Call Forwarding if Busy, Call Forwarding Fixed to Voice Mail, Call Forwarding if No Answer, Call Forward Always, Call Groups, Call Hold, Call Park, Call	n/a	\$10.00	Lebanon, St. Robert, Waynesville, Fort Leonard Wood Salem, Newburg, Richland, Dixon, Republic, Clever	(T) (T) (T)

* there is an \$8.00 additional charge per successful activation

**For Lebanon and Salem exchanges, limited to existing customers at existing locations as of June 6, 2010.

C. PACKS and RATES

	Monthly Rate		Exchange Offered	
	<u>Res.</u>	<u>Bus.</u>		
1. Residential Feature Pack (includes - Annoyance/Malicious Call Trace (Customer Originated Trace)*, Call Forwarding if Busy, Call Forward Fixed to Voice Mail, Call Forwarding if No Answer, Call Forwarding Physical Phone, Call Forward Always , Call Hold, Call Waiting, Caller ID, Caller ID Block/Unblock, Caller Name Presentation, Conferencing (Ad-Hoc, 3-Way, 4-Way), Last Call Return-(Automatic Callback) Last Number Redial-(Automatic Redial), Speed Dialing)	\$5.00	n/a	Lebanon, St. Robert, Waynesville Fort Leonard Wood Salem, Newburg, Richland, Dixon, Republic, Clever	(T) (T)
2. Business Feature Pack** (includes - Anonymous Call Rejection (Unidentified Call Rejection), Audible Call Forwarding, Authorization Codes, Billing (Account) Codes, Shared Call Appearance, Call Forwarding if Busy, Call Forwarding Fixed to Voice Mail, Call Forwarding if No Answer, Call Forward Always, Call Groups, Call Hold, Call Park, Call	n/a	\$10.00	Lebanon, St. Robert, Waynesville, Fort Leonard Wood Salem, Newburg, Richland, Dixon, Republic, Clever	(T) (T) (T)

* there is an \$8.00 additional charge per successful activation

**For Lebanon and Salem exchanges, limited to existing customers at existing locations as of June 6, 2010.

Pick-Up, Call Pick-Up-Directed, Call Pickup by Group, Call Reason Display, Call Restrictions, Call Transfer (Blind and Consultative), Call Waiting, Caller ID, Caller ID Block/Unblock, Caller Name Presentation, Conferencing (3-way, 4-way), Distinctive Ringing, Do Not Disturb, Hunt Groups/Series Completion Group, Intercept Treatments, Intercom Calling, Last Call Return (Automatic Callback), Last Number Redial (Automatic Redial), Annoyance/Malicious Call Trace (Customer Originated Trace)*, Music on Hold, Music on Hold Suspension, Outgoing Call Barring, Programmed Button Access, Sequential Ringing, Station to Station Dialing, Ring Timer

(T)
(T)
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(T)

	<u>Monthly Rate</u>		<u>Exchange Offered</u>
	<u>Res.</u>	<u>Bus.</u>	
3. Business Essentials Pack (includes Caller ID, Caller Name Presentation, Speed Dialing, Annoyance/Malicious Call Trace and Conferencing)	n/a	\$10.00	Lebanon, Salem
4. Business Essentials Plus Pack (includes Call Forward Always, Call Transfer, Last Number Redial and Last Call Return)	n/a	\$5.00	Lebanon, Salem
5. Individual Features for Business Customers only			
a. Last Number Redial	n/a	\$3.00	Lebanon, Salem
b. Call Forward Always	n/a	\$5.00	Lebanon, Salem
c. Call Forwarding if Busy	n/a	\$1.00	Lebanon, Salem
d. Call Forwarding if No Answer	n/a	\$1.00	Lebanon, Salem
e. Call Waiting	n/a	\$1.00	Lebanon, Salem
f. Shared Call Appearance 1 **	n/a	\$5.00	Lebanon, Salem
g. Shared Call Appearance 5+ ***	n/a	\$10.00	Lebanon, Salem
h. Anonymous Call Rejection	n/a	\$1.00	Lebanon, Salem
i. Call Transfer	n/a	\$3.00	Lebanon, Salem
j. Last Call Return	n/a	\$2.00	Lebanon, Salem
k. Series Completion Group	n/a	\$2.00	Lebanon, Salem

* there is an \$8.00 additional charge per successful activation

** \$25.00 installation charge

*** \$20.00 installation charge

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

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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
Fidelity Communication Services I, Inc.
64 North Clark Street
Sullivan, MO 63080

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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Dave Beier, Vice President – Regulatory
Fidelity Communication Services I, Inc.
64 North Clark Street
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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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Dave Beier, Vice President – Regulatory
Fidelity Communication Services I, Inc.
64 North Clark Street
Sullivan, MO 63080

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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
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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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
Sullivan, MO 63080

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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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
Sullivan, MO 63080

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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 other 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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
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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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
Sullivan, MO 63080

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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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Dave Beier, Vice President – Regulatory
Fidelity Communications Services I, Inc.
64 North Clark St
Sullivan, MO 63080

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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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Dave Beier, Vice President – Regulatory
 Fidelity Communications Services I, Inc.
 64 North Clark St
 Sullivan, MO 63080