

ENHANCED EMERGENCY NUMBER SERVICE

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A. General

Universal Emergency Number Service is a telephone exchange communication service designed to permit persons in need of emergency assistance to dial a single, nationwide emergency telephone number - 9-1-1. The availability of Universal Emergency Number Service depends upon the Emergency Service Agency, hereinafter referred to as the customer, subscribing to an applicable E911 Service offered within the customer's Service Area by local exchange telephone companies, and also depends on the customer providing Emergency E911 Response to end users in the customer's Service Area.

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Due to the ubiquitous nature of the service, many times the customer will be served by more than one local exchange telephone company in the provision of Universal Emergency Number Service. When this occurs, one of the local exchange telephone companies will be designated as the Primary Service Provider (PSP). The PSP will be the local exchange telephone company which has the primary Public Safety Answering point (PSAP) located in its exchange area. At the option of the customer, charges for Universal Emergency Number Service from non-PSP's can either be billed directly to the customer or to the PSP. This election is made at the initiation of the service and can only be changed with the consent of the Company and upon 30 days' notice by the customer to all affected local exchange telephone companies.

The Company does not serve as the PSP in any of its exchange areas.

E911 Service will be provided by the Company subject to availability of facilities and equipment.

This offering is limited to the use of telephone number 911 as the universal emergency number and only one E911 Service will be provided within any geographical area.

The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone call, i.e., to provide Emergency E911 Response for law enforcement, fire, or other emergencies. The customer must be legally authorized to subscribe to E911 Service in the telephone central office areas arranged for E911 Service calling.

Application for E911 Service must be executed in writing by the customer. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E911 Service offering.

The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The customer must subscribe to additional local exchange service at the PSAP for administrative purpose, for the placing of outgoing calls and for receiving other emergency calls.

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A. General (Continued)

The Company may enter into contracts with the customer or with other telephone companies in order to provide E911 Service in accordance with and subject to the terms, conditions, and limitations of these tariffs. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of these tariffs.

Regulations, rates, and charges as described elsewhere in these tariffs, apply as appropriate.

B. Definitions

Agency

A person or entity, which may include the customer, public safety agencies, and private emergency service providers designated by the customer to respond to certain 911 telephone calls in accordance with the customer's instructions.

Alternate PSAP

The PSAP where 911 telephone calls are to be routed when the Primary PSAP shuts down for routine maintenance, an emergency, or because it does not operate twenty-four (24) hours a day. The Alternate PSAP can be another Primary PSAP, a Secondary PSAP, an Overflow PSAP, or any other location designated by the customer.

Automatic Location Identification (ALI)

A feature designed to permit Service Addresses within the customer's Service Area to be displayed on a display screen at a PSAP when a 911 call is received. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) may be identified with the address of the telephone number at the main location. ALI for calls from party line telephones will not be automatically displayed.

Automatic Number Identification (ANI)

A feature designed to permit the number of a telephone from which a 911 telephone call is placed to be displayed on a display screen at the PSAP.

Data Management System (DMS)

A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.

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B. Definitions (Continued)

Enhanced 911 Service (E911)

A type of 911 Service that includes the provision of the ANI feature; an ALI Database; the ALI feature, and, if specifically ordered, may include an SR Database and SR feature.

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Emergency Service Number (ESN)

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Data Management System (DMS). The customer will associate these ESN's with street address ranges or other mutually-agreed-upon routing criteria in the E911 serving area. The ESN's will be carried in the DMS to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first, second PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

Selective Routing (SR)

A feature that routes a 911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

C. E911 Service Elements

Enhanced 911 Service is available on four elements as follows:

1. Dedicated E911 Central Office Circuits - Dedicated circuit that connects the PSAP with the telephone company central office.

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C. E911 Service Elements (Continued)

2. ANI Spill - Provides for the telephone number of the calling party to be forwarded to the PSAP.
 - (a) ANI Spill does not guarantee the capability of forwarding the number of an extension station behind a business system. Stations behind business systems will possess the identity of the main billing number.
 - (b) ANI Spill can only be provided with the use of dedicated facilities from the central office serving the end user to the PSAP.
 - (c) It shall be the responsibility of the customer to provide PSAP premises equipment that is compatible with the telephone company's E911 ANI Spill Service.

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

4. Selective Routing Service - When the Selective Routing (SR) feature is ordered, the customer is responsible for identifying primary and other PSAP locations, as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided by the Customer for each unique combination. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be contained in the Data Management System (DMS) to permit routing of 911 Service calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following further defines the Customer's responsibility in providing this information:
 - (a) Initial and subsequent ESN assignments by street names, address ranges and areas, or other mutually agreed upon routing criteria to specific ESN's shall be furnished by the Customer.
 - (b) After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the address master list and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in law enforcement, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
 - (c) The Customer has an obligation to verify law enforcement, fire and ambulance PSAP routing designations once they have been reformatted by the Company at the request of the Customer. On request, the Company will provide a complete printout of the address master list to assist the Customer in its verification.

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D. Terms and Conditions

1. Undertaking of the Telephone Company.

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The Company provides E911 Service solely to and for the benefit of the customer operating the PSAP's. The provision of E911 Service by the Company shall not be interpreted, construed, 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 Customer.

The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls at the Customer's premises.

Temporary suspension of service is not provided for any part of the E911 Service.

It will be the intent of the Company to provide facilities designed to provide an equivalent level of service as the telephone service being provided by the Company in the exchanges where E911 service is offered.

Any terminal equipment used in connection with E911 Service shall be configured to restrict the Customer from removing and/or changing the ALI data provided by the Company or the database provider other than the extraction of information related to a number of a 911 call while in progress.

E911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with E911 Service.

A Central Office that is not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI only for E911 Service. In such circumstances, when the Selective Routing feature is provided, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI display.

2. Liability of the Telephone Company

The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of these tariffs, and to the provisions of any contracts between the Customer and the Company.

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D. Terms and Conditions (Continued)

2. Liability of the Telephone Company (Continued)

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The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the prorate charges for the service or partially inoperative.

In the absence of willful misconduct or gross negligence, the Company, its employees, agents, or representatives shall not be liable for any death or injury to any person or for any damage to property as a result of or in connection with any situation in which the Company may be requested, be required, have undertaken or have participated with, in the tracing of a 911 call.

Each end user, LEC Service Provider, and the Customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, the LEC Service Provider, the Customer, or by any other person or entity 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 end user, the LEC Service Provider, the Customer, or others.

The Customer and the LEC Service Provider also agree to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance removal, presence, condition, occasion, or use of E911 Service features and the equipment associated therewith, or by any services which are, or may be, furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 Service hereunder.

3. Interruptions in Service

This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any persons other than the customer contracting for E911 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation, or other entity for any loss or damage in an amount greater than an amount equal to the prorata allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a prorata

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D. Terms and Conditions (Continued)

3. Interruptions in Service (Continued)

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adjustment of the fixed monthly charges involved will be allowed as covered in these tariffs. Where allowances on monthly charges for service features of E911 Service are involved, only those service features which are affected by the interrupted service shall be considered; and, further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

4. Customer Obligations

In addition to all other terms and conditions, the following requirements will apply:

- (a) The Customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
- (b) The Customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- (c) The Customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
- (d) The Customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed.
- (e) The Customer has read, understands, and agrees to all the terms and conditions in this tariff.

The customer shall have the responsibility of discovering all errors, defects, and malfunctions in the service. The Customer shall make such operational tests as, in the judgement of the Customer, are required to determine whether the system is functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.

Because the Company's serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the Customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.

Equipment used in conjunction with Enhanced 911 Services located at the PSAP is the responsibility of the Customer.

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GREEN HILLS TELEPHONE CORPORATION

Section 5
First Revised Sheet 138
Canceling Original Sheet 138

ENHANCED EMERGENCY NUMBER SERVICE Missouri Public

D. Terms and Conditions (Cont'd)

REC'D APR 20 2001

5. Data Management System

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The Telephone Company will provide information necessary and available to the PSAP from the Company's master list. It will be the responsibility of the PSAP customer to load, verify, and update location and special record information on the end users. The Company should be notified by the customer of any changes made to the Data Management System.

Database updates are made on an as-occurred basis within the time period specified in the contract between the Company and the customer. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves, or changes of an end user, which affect the database. Database listings are made on an as-needed basis as requested by the Customer.

E911 Service information consisting of the names, addresses, and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory assistance records is treated as strictly confidential (except as indicated in the following).

The 911 calling party forfeits the privacy afforded by non-published and unlisted telephone number service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.

Rate Regulations and Charges

The rates charges for E911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility.

No charge will be made to a calling party for calls to the 911 service number.

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

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(D)

All Trunking Service

Per Trunk Missouri Public
\$25.00

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D. Terms and Conditions (Continued)

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5. Data Management System

The Telephone Company will provide information necessary and available to the PSAP from the Company's master list. It will be the responsibility of the PSAP customer to load, verify, and update location and special record information on the end users. The Company should be notified by the Customer of any changes made to the Data Management System.

Database updates are made on an as-occured basis within the time period specified in the contract between the Company and the customer. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves, or changes of an end user which affect the database. Database listings are made on an as-needed basis as requested by the Customer.

E911 Service information consisting of the names, addresses, and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential (except as indicated in the following).

The 911 calling party forfeits the privacy afforded by non-published and unlisted telephone number service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.

E. Rate Regulations and Charges

The rates charged for E911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility.

No charge will be made to a calling party for calls to the 911 service number.

1. The rates and charges for E911 Service will be determined on an individual case basis and will be in the form of Direct Sale Cost, special assembly, or lease for PSAP equipment, non-recurring charges, and recurring monthly charges. Individual features requested by the customer may include, but are not limited to, direct sale or lease of PSAP equipment, central management, trunking, and maintenance.

2. Direct sale or lease of PSAP equipment shall be on terms mutually agreeable to the Company and the Customer.

3. Non-recurring charges for E911 Service will be made to one entity (normally a city or county) based on contracts mutually agreeable to the Company and the Customer or tariffed rates.

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ENHANCED EMERGENCY NUMBER SERVICE

E. Rate Regulations and Charges (Cont'd)

2. Non-recurring charges for E911 Service will be made to one entity (normally a city or county) based on contracts mutually agreeable to the Company and the Customer or Missouri Public tariffed rates.
3. Tie lines, private lines, extension lines, and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established tariff rates for such services and facilities as specified in this and other appropriate tariffs.
4. If E911 service requirements cannot be met with regularly offered service arrangements, special service arrangements will be furnished, when practical, by the Company at charges designed at least to recover the incremental costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management.
5. Program development charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
6. Records conversion charges are applicable to the work necessary to design, review, modify, and maintain any Company Customer records, keeping systems in order to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
7. When a Customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the Customer at the appropriate hourly charges.
8. Cancellation of the service, in whole or in part, by the Customer prior to establishment thereof, will require payment of an amount equal to the costs incurred to the time of cancellation resulting from the Customer's order for service in writing, but not to exceed the total non-recurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the Customer for E911 services.

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E. Rate Regulations and Charges (Continued)

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- 4. The monthly rate, in addition to the charges in Section E(2) and E(3) above, shall be set forth in the mutually agreeable contract or tariff.
- 5. The above rates apply in addition to applicable rates and charges for Private Line and Leased Line Services.
- 6. Service charges may apply as specified in other sections of the tariff when applicable.
- 7. Tie lines, private lines, extension lines, and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established tariff rates for such services and facilities as specified in this and other appropriate tariffs.
- 8. If E911 service requirements cannot be met with regularly offered service arrangements, special service arrangements will be furnished, when practical, by the Company at charges designed at least to recover the incremental costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management.
- 9. Program development charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
- 10. Records conversion charges are applicable to the work necessary to design, review, modify, and maintain any Company Customer records, keeping systems in order to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
- 11. When a Customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the Customer at the appropriate hourly charges.
- 12. Cancellation of the service, in whole or in part, by the Customer prior to establishment thereof, will require payment of an amount equal to the costs incurred to the time of cancellation resulting from the Customer's order for service in writing, but not to exceed the total non-recurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the Customer for E911 services.

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GREEN HILLS TELEPHONE CORPORATION

Section 6
Original Sheet 140
For All Exchanges

211 SERVICES
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GREEN HILLS TELEPHONE CORPORATION

Section 6
Original Sheet 141
For All Exchanges

211 SERVICES

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.

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GREEN HILLS TELEPHONE CORPORATION

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For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in Company local exchange must include the following:
 - 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 6.F.6.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
 - e. Complete billing and contact information.
3. Local Calling for Company Subscribers
 - a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven digit telephone number that terminates within the Company local exchange's local calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
 - c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

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211 SERVICES

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 Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)

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

C. OBLIGATIONS OF THE COMPANY

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

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211 SERVICES

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 Section 2 of this tariff. The Caller ID service will only provide calling number information as described in Section 2 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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211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

E. OTHER TERMS AND CONDITIONS (Cont'd)

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

F. RATES AND CHARGES

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

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

F. RATES AND CHARGES (Cont'd)

3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
 - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.
 - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies for each local exchange that continues to be excluded.
 - c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.
4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in Section 1 of this tariff will apply (for example, the B1, 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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THREE-DIGIT DIALING SERVICE (811)
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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 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.
2. If requested by the Company, the 811 provider shall assist the Company in responding to complaints made to the Company concerning 811 Service.

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B. Obligations of MOCS (Cont)

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 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.

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.

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D. Liability (Cont)

2. The liability of the Company for losses or damages of any kind arising out of mistakes, omission, interruptions, delays, error 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 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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