
This tariff replaces Tariff No. 1 of AccessLine Communications Corporation currently of file with the Commission

TITLE SHEET

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

ACCESSLINE COMMUNICATIONS CORPORATION d/b/a VOICE TELCO SERVICES

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by AccessLine Communications Corporation d/b/a Voice Telco Services ("AccessLine"), with principal offices at 3310 146th Place SE, Bellevue, Washington 98007, toll free telephone number (877) 716-2540. This tariff applies for services furnished within the State of Missouri for business and residential service. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

AccessLine Communications Corporation d/b/a Voice Telco Services operates as a competitive telecommunications company as defined by Case No. TO-88-142 within the State of Missouri.

All services will be provided in accordance with Commission rules and regulations.

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WAIVER OF RULES AND REGULATIONS

392.210.2	Establish Uniform System of Accounts for Annual reports
392.240(1)	Setting just and reasonable rates
392.270	Ascertain Property values
392.280	Establish Depreciation accounts
392.290	Issuance of securities
392.300.2	Acquisition of stock
392.310	Issuance of stock and debt
392.320	Stock Dividend Payment
392.330	Issuance of securities, debts and notes
392.340	Reorganization(s)
4 CSR 240-10.020	Depreciation fund income
4 CSR 240-30.040	Uniform System of Accounts

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TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1)

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) to signify change in regulation
- (D) to signify a deletion
- (I) to signify a rate increase
- (L) to signify material relocated in the tariff
- (N) to signify a new rate or regulation
- (R) to signify a rate reduction
- (T) to signify a change in text, but no change in rate or regulation

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SECTION 1- TECHNICAL TERMS AND ABBREVIATIONS

Account - Either a Customer's physical location or individual Service represented by a unique account number within the Billing Hierarchy. Multiple Services each with a unique account number may be part of one physical location.

Application for Service - The AccessLine order process that includes technical, billing and other descriptive information provided by the Customer that allows AccessLine to provide requested communications Services for the Customer and Customer's Authorized Users. Upon acceptance by AccessLine, the Application for Service becomes a binding contract between the Customer and AccessLine for the provision and acceptance of Services.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Billing Hierarchy - Allows Customers to combine multiple accounts and Services into a single billing structure. Business Customers can choose whether to have all Services invoiced together, invoiced separately, or in any combination thereof. In addition, the Business Customer may specify where the invoices are to be sent and who is to receive them.

Business Hours - The phrase "business hours" means the time after 6:00 A.M. PST and before 5:00 P.M. PST, Monday through Friday excluding holidays.

Business Office - The phrase "business office" means the primary location where the business operations of AccessLine are performed and where a copy of AccessLine's tariff is made available for public inspection. The address of the business office is 3310 146th Place SE, Bellevue, WA 98007.

Competitive Local Exchange Carrier ("CLEC") or Alternative Local Exchange Carrier ("ALEC") - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Commission - Missouri Public Service Commission ("MPSC").

Company or AccessLine - Used throughout this tariff to mean AccessLine Communications Corporation d/b/a Voice Telco Services, a Delaware Corporation.

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Customer - The person, firm, company, corporation, or other entity, having a communications requirement of its own that is responsible for the payment of charges and for compliance with this Tariff. See "End User."

Day - The term "day" means 5:00 A.M. to, but not including, 6:00 P.M. local time at the originating city, Monday through Friday, excluding Company specific holidays.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the customer's location to the company's point of presence.

Delinquent or Delinquency - An account for which payment has not been made in full on or before the last day for timely payment.

Digital Transmission - Information transmitted in the form of digitally encoded signals.

End User - The ultimate user of the telecommunications services and who orders service and is responsible for payment of charges due in compliance with the Company's price list regulations. See "Customer."

Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or connect to AccessLine Services.

Holiday - The term "holiday" means 6:00 A.M. to, but not including, 11:00 P.M. local time at the originating city on all Company-specific holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Incomplete Call - Any call where voice transmission between the calling party and the called station is not established (*i.e.*, busy, no answer, etc.).

Interexchange Carrier (IXC) - A common carrier that provides long distance domestic and international communication services to the public.

Local Access Transport Area ("LATA") - The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in United States v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), within which a local exchange company provides communication services.

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Location - A physical premise to or from which AccessLine provides Service.

Non-Business Hours - The phrase “non-business hours” means the time period after 5:00 P.M. and before 6:15 A.M., Monday through Friday, all day Saturday, Sunday, and on holidays.

NPA - An area code, otherwise called numbering plan area.

NXX - The designation for the first three digits of a local telephone number where N represents 2-9 and X represents 0-9.

Premises - A building or buildings on contiguous property (except railroad rights-of-way, etc.)

Regular Billing - A standard bill sent in the normal monthly AccessLine billing cycle. This billing consists of one Bill for each account assigned to the Customer with explanatory detail showing the derivation of the charges.

Resp. Org - Responsible Organization or entity identified by a Toll-Free service Customer that manages and administers records in the toll free number database and management system.

Services - AccessLine’s regulated common carrier communications services provided under this Tariff.

Subscriber - The term “Customer” is synonymous with the term “subscriber”.

Switch - The term “switch” denotes an electronic device that is used to provide circuit sharing, routing, and control.

Switched Access - The Customer gains entry to the company’s services by a transmission line that is switched through the local exchange carrier to reach the company's point of presence.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Missouri.

Telecommunications - The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

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Timely Payment - A payment on a Customer's account made on or before the due date.

Underlying Carrier - A provider of interstate and intraLATA telecommunications services from whom AccessLine acquires services that it resells to Customers.

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SECTION 2- RULES AND REGULATIONS

2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services provided by the Company for telecommunications between points within the State of Missouri. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company reserves the right to examine the credit record and check the references of all applicants and Customers prior to accepting the service order. The service application shall not in itself obligate the Company to provide services or to continue to provide service. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.1 Undertaking of the Company (cont'd.)

- 2.1.1 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.
- 2.1.2 The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of the Company.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

2.2 Use of Services

- 2.2.1 Services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.2 Use of Services (cont'd.)

- 2.2.4 Services are available for use 24 hours per day, seven days per week.
- 2.2.5 The Company does not transmit messages, but the services may be used for that purpose.
- 2.2.6 Services may be denied for nonpayment of undisputed charges or for other violations of this tariff, as set forth in Section 2.5.1 of this tariff.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

2.3 Application for Service

- 2.3.1 Applicants wishing to obtain service must initiate a service order which may include the Customer's authorization for AccessLine to instruct other carriers and vendors and the appropriate LEC to provide certain services on the Customer's behalf. AccessLine will obtain the proper authorization from the Customer where necessary, pursuant to Commission regulations. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.3.2 An Application for Service may be changed by Customer upon written notice to AccessLine, subject to acceptance and confirmation by AccessLine, provided that a charge shall apply to any change when the request is received by AccessLine after notification by AccessLine of the acceptance and confirmation. Such charge shall be the sum of the charges and costs for access facilities and other services and features and the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period, plus the applicable installation or non-recurring charges, and (ii) the costs incurred by AccessLine in accommodating each change. The costs incurred by AccessLine will include the direct and indirect cost of facilities specifically provided or used, the costs of installation, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.3.3. Where the Customer or applicant cancels an Application for Service prior to the start of installation of service, lease of network elements, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by AccessLine shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any. The costs incurred by AccessLine will include the direct and indirect costs of facilities specifically leased, provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

2.4 Liability of the Company

2.4.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.

2.4.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.

2.4.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.4 Liability of the Company

- 2.4.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company.
- 2.4.5 The Company shall not be liable for and shall be indemnified and saved Harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others. This provision shall not exempt the Company from liability for the gross negligence, recklessness or intentional acts or omissions of Company, its agents and employees.
- 2.4.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.4.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, **INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.5 Responsibilities of the Customer

- 2.5.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.5.2 The Customer is responsible for charges incurred for special construction and/ or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.5.3 If required for the provision of services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.5.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of services.
- 2.5.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.5.6 The Customer shall ensure that the equipment and/ or system is properly interfaced with facilities or services, that the signals emitted into network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.5 Responsibilities of the Customer (cont'd.)

- 2.5.6 The Customer shall ensure that the equipment and/ or system is properly interfaced with facilities or services, that the signals emitted into network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices.
- 2.5.7 The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.5.8 The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- 2.5.9 If the Company installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.5.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.6 Cancellation or Interruption of Services

2.6.1 Without incurring liability, upon ten (10) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:

- 2.6.1.A Nonpayment of a delinquent charge except for basic local exchange service;
- 2.6.1.B Failure to post a required deposit or guarantee;
- 2.6.1.C Unauthorized use of telecommunications company equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- 2.6.1.D Failure to comply with terms of a settlement agreement;
- 2.6.1.E Refusal after reasonable notice to permit inspection, maintenance or replacement of telecommunications company equipment;
- 2.6.1.F Material misrepresentation of identity in obtaining telecommunications company service; or
- 2.6.1.G As provided by state or federal law.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to advise the Customer of the proposed discontinuance.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.6 Cancellation or Interruption of Services (cont'd.)

- 2.6.2 Without incurring liability, the Company may interrupt the provision of services upon reasonable notice in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 2.6.3 Traffic to certain NXX exchanges, or calls using certain Customer authorization codes, may be blocked when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 2.6.4 The Customer may terminate service upon thirty (30) days written or oral notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage until the Customer notifies its local exchange carrier and changes its long distance carrier. Until the Customer so notifies its local exchange carrier, it shall continue to generate and be responsible for long distance usage.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.7 Credit Allowance

- 2.7.1 Credit may be given for disputed calls, on a per call basis.
- 2.7.2 Credit shall not be issued for unavailability of long distance services.
- 2.7.3 Credit allowance for the interruption of service that is not due to AccessLine's testing or adjusting, negligence of the Customer or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the Customer to notify AccessLine immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer or end-user shall ascertain that the trouble is not being caused by any action or omission by the Customer within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to AccessLine's facilities.

An adjustment or refund shall be made:

1. Automatically, if the service interruption lasts for more than forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount; and
 2. Upon subscriber oral or written request, if the service interruption lasts twenty-four (24) to forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount.
- 2.7.4 If such mistake, omission, interruption, delay, error, or defect in transmission, or failure or defect in facilities occurs and results in a customer remaining out of service for more than 24 hours, then one (1) of the following adjustments shall be made to the customer's bill in the next billing period in which it is practical to do so:
1. If the duration of the outage is less than five (5) days, the appropriate credit shall be the prorated amount of the customer's monthly service rate.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2. If the duration of the outage is five (5) days or longer, the appropriate credit is the prorated amount of the customer's monthly service rate for the first four (4) days of the outage, plus an additional \$5.00 per day for the fifth day and each subsequent day of the outage, up to the amount of the customer's monthly service rate.

2.7.5 If written notice of a dispute as to charges is not received by the Company within 180 days of the date a bill is issued, such charges shall be deemed to be correct and binding on the Customer.

2.8 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.9 Deposit

The Company does not require deposits.

2.10 Advance Payments

The Company does not require advance payments.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.11 Payment and Billing

- 2.11.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. A late fee of 1.5% per month will be assessed upon any unpaid amount commencing 30 days after rendition of bills.
- 2.11.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, presubscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, presubscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.
- 2.11.3 Any customer who has a question regarding his/her telephone bill may contact AccessLine toll free at (877) 357-0750, or at 3310 146th Place SE, Bellevue, WA 98007.

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SECTION 2- RULES AND REGULATIONS (cont'd.)

2.12 Reserved for Future Use

2.13 Taxes

All federal, state and local taxes, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein. All charges other than taxes and franchise fees shall be submitted to the Commission for prior approval.

2.14 Returned Check Charge

A fee will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

2.15 Reconnection Charge

A reconnection fee will be charged when service is reestablished for Customers which have been disconnected due to non-payment. Payment of the reconnection fee and any other outstanding amounts will be due in full prior to reconnection of service.

2.16 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing, in person, or by telephone to the Company at:

3310 146th Place SE
Bellevue, Washington 98007
(877) 716-2540

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SECTION 2- RULES AND REGULATIONS (cont'd.)

If Customer complaint cannot be resolved informally, Customer may file a formal complaint in writing to:

Missouri Public Service Commission
200 Madison Street
Jefferson City, Mo 65102

Customer may also contact the Missouri Office of Public Counsel, representing the public before the Public Service Commission, at 1-573-751-4857 or in writing to:

Missouri Office of Public Counsel
200 Madison Street 6th floor
Jefferson City, Missouri 65102

If a Customer accumulates more than One Dollar of undisputed delinquent Company 800 Service charges, the Company Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

Any disputed charge may be brought to AccessLine's attention by verbal or written notification. In the case of a billing dispute between the Customer and AccessLine that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection. The Customer may request an in-depth investigation into the disputed amount and a review by a AccessLine manager. During the period that the disputed amount is under investigation, AccessLine shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, AccessLine may discontinue service. In the event the dispute is not resolved, AccessLine shall inform the customer that the customer has the option to pursue the matter with the Public Service Commission of Missouri.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 General

Services offerings that include unlimited Usage are limited to use for standard business voice applications. This includes service offerings providing for unlimited local Usage, unlimited intraLATA Usage and/or unlimited interLATA Usage. No non-standard business use of any form is permitted for such unlimited service offerings. Incidental calling for dial-up internet access, for data and fax type applications and for other similar restricted uses reflected in this tariff is permitted up to a maximum of 1200 minutes within any thirty-day period; any such Usage beyond this threshold shall be presumed to be non-standard business in nature. If, at any time, the Company determines that the Customer's Usage is non-standard business or is not consistent with use for business voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. Such actions may include the transition to a higher tier within the customer's existing service plan.

The Company will notify the Customer in writing when the previous month's Usage exceeds that normally associated with standard business voice applications. Such written notice will inform the Customer that a higher tier rate will apply if, after two additional months, the Usage remains above Usage thresholds established in the existing service plan. Customers whose excessive Usage levels resulted in a higher rate will, upon request, qualify for the lower-tier rate(s) after three consecutive months of Usage below Usage thresholds established in the existing service plan.

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SECTION 3 - DESCRIPTION OF SERVICES (cont'd.)

3.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.2.1 Calls are measured in duration increments identified for each service. All calls which are fractions of a measurement increment are rounded up to the next whole unit.
- 3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local times.
- 3.2.6 Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- 3.2.7 Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).
- 3.2.8 Each call is rated and billed in whole cents. Any rated call with a fraction of a will be rounded up to the nearest whole cent.

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SECTION 3 - DESCRIPTION OF SERVICES (cont'd.)

3.3 Product Descriptions

3.3.1 Directory Assistance

Access to long distance directory assistance is obtained by dialing 1 + (area code) + 555-1212 for all listings. A charge will be applicable for each number requested, whether or not the number is listed or published.

3.3.2 Emergency Call Handling Procedures

Emergency "911" calls are not routed , but are completed through the local network at no charge.

3.3.3 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations, per section 5.

3.3.4 SmartConference – Conference Calling

SmartConference offers Reserved Conferencing that is configured by the user for up to 100 callers via an easy-to-use web screen. Other features:

Call in Number

Toll Free Access

Conference Scheduling

Start Date-The ability to set the date, up to 1 year in advance, on which the conference will take place.

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SECTION 3 - DESCRIPTION OF SERVICES (cont'd.)

3.3.4 SmartConference – Conference Calling (Cont.)

Start Time-The ability to set the time the conference call will begin.

Duration-The ability to set how long the conference will last.

Scheduled Conference Size

Maximum Size-One Hundred (100) Callers.

Speaking Participants-The maximum number of speaking participants is 25.
The other 75 can list to the Conference Call.

Early Arrival

Green Room w/Hold Music-A feature, which allows guests who call in early to wait and listen to hold music until the host joins.

Green Room w/Open Conferencing-A feature, which allows guests who call in early to talk with each other until the host joins.

Host/Guest Codes

Multiple Host/Guest Codes-The ability to create different combinations of host and guest codes for multiple conference calls.

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SECTION 3 - DESCRIPTION OF SERVICES (cont'd.)

3.3.4 SmartConference – Conference Calling (Cont.)

Host Controls

Continue Until Scheduled End-The ability, once the host disconnects, to continue the conference call until it is scheduled to end.

Continue for 5 Minutes-The ability to allow the conference call to continue for 5 minutes after the host disconnects.

Return Guest to Green Room-The ability, once the host disconnects, to automatically return the guests to the green room until the host reconnects.

End Conference Call-The ability to end the conference call when the host disconnects.

Conference ID

Conference ID-The ability to specifically create a name for a reserved or reoccurring conference via the web.

Conference Recording

Conference Recording-The ability to specifically record the entirety of the conference, store and listen via the web.

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SECTION 3 - DESCRIPTION OF SERVICES (cont'd.)

3.3.5 Smart800-Switched Toll Free

Smart800 provides users with a toll free number, which may be directed to the DID number of their choice.

PIN Access-The ability, from any touch-tone phone, to access the user menu by entering a PIN.

Destination Routing

Weekly Schedule-The ability to set automatic routing of incoming calls based on time of day or day of week.

Remote Call Forwarding-The ability to override the existing routing schedule and forward calls "on-the-fly" from any touch-tone phone.

Personal Features

Change PIN-The ability, from any touch-tone phone, to change the personal identification number.

Weekly Schedule-The ability, from any touch-tone phone, to turn on or off the weekly schedule.

3.3.6 Add-On Number Service

Add-On number allows either Smart800 or SmartConference customer to have more than one toll free number associated with their account. Each Add-On Number routes to the associated service number and has no additional features.

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SECTION 4 - CURRENT RATES AND CHARGES

The following rates and charges are applicable to Business Customers.

4.1 Directory Assistance

\$1.25

4.2 Returned Check Charge

\$25.00

4.3 Smart800

This service is provided under product line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle. These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

Service names are: Smart800, Toll Free, 800

Monthly Recurring Charges

Retail Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$9.80	200	\$0.049
Value	\$17.50	500	\$0.035
Pro Plan	\$125.00	5,000	\$0.025
Value Plus	\$58.00	2,000	\$0.029
Costco Exec Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$9.90	300	\$0.033
Value	\$16.00	500	\$0.032
Pro	\$29.00	1,000	\$0.029
Corporate-1	\$120.00	5,000	\$0.024
Corporate-2	\$190.00	10,000	\$0.019

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SECTION 4 - CURRENT RATES AND CHARGES (cont'd.)

4.3 Smart800 (Cont.)

Costco Gold/Biz Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$10.50	300	\$0.035
Value	\$17.00	500	\$0.034
Pro	\$30.00	1,000	\$0.030
Corporate-1	\$125.00	5,000	\$0.025
Corporate-2	\$200.00	10,000	\$0.020
Costco Exec Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$9.80	200	\$0.049
Value	\$17.50	500	\$0.035
Pro Plan	\$31.00	1,000	\$0.031

4.4 SmartConference

This service is provided under Product Line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle.

These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

Service names are: SmartConference, Conference, Conferencing, Conf

Monthly Recurring Charges

Retail SmartConference	Monthly Recurring Charge	Included One-Time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$28.00	500	475	\$0.059
Power	\$65.00	500	1,667	\$0.039
Pro	\$125.00	500	5,000	\$0.025
Costco Exec SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$16.00	-	500	\$0.032
Power	\$29.00	-	1,000	\$0.029
Power Plus	\$120.00	-	5,000	\$0.024
Pro	\$190.00	-	10,000	\$0.019

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SECTION 4 - CURRENT RATES AND CHARGES (cont'd.)

4.4 SmartConference (Cont.)

Costco Exec SmartConference	Monthly Recurring Charge	Included One-Time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$16.00	-	500	\$0.032
Power	\$29.00	-	1,000	\$0.029
Power Plus	\$120.00	-	5,000	\$0.024
Pro	\$190.00	-	10,000	\$0.019
Costco Gold/Biz SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$17.00	-	500	\$0.034
Power	\$30.00	-	1,000	\$0.030
Power Plus	\$125.00	-	5,000	\$0.025
Pro	\$200.00	-	10,000	\$0.020
Office Depot SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Introductory	\$19.25	500	550	\$0.035
Power	\$23.00	500	500	\$0.046
Power Plus	\$31.00	500	1,000	\$0.031
Pro	\$125.00	500	5,000	\$0.025

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SECTION 4 - CURRENT RATES AND CHARGES (cont'd.)

4.5 Add-On Number

This service is provided under product line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle. These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

Service names are: Add-on number and Virtual TF

Monthly Recurring Charges

Description	Rate	Rating
Add-on Number monthly plan charge	\$4.49	per number

Non- Recurring Charges

Description	Rate	Rating
Add-on Number activation charge	\$9.99	per number

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SECTION 4 - CURRENT RATES AND CHARGES (cont'd.)

4.6 Ancillary Service Charges

These optional services may be added and are charged on a per number, per occurrence basis.

Per Occurrence Fees

Description	Rate	Rating
Special Features		
Directory Assistance	\$1.250	per call
Recorded Conference Playback	\$0.053	per min
PayPhone charge	\$0.650	per call

Non-Recurring Charges

Description	Rate	Rating
Resporg/TF Number Port Charge	\$10.00	per number
Vanity activation charge	\$20.00	per number

4.7 Surcharges

These fees are added for regulatory and industry standards compliance.

Monthly Recurring Charges

Description	Rate	Rating
Regulatory Compliance Fee (800)	\$0.95	per number
Regulatory Compliance Fee (CONF)	\$1.48	per number
Interexchange Carrier Charge	\$0.95	per number

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SECTION 5 - PROMOTIONS AND DISCOUNTS

5.1 General

The Company, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. Promotions will be filed as separate tariff sheets under this Section 5.

All promotions will be limited in duration, and will identify a definite, reasonable time period during which the promotion will be in effect. A promotion may also be limited as to the locations where the offerings are made. A promotion may also, if so designated, provide for its conclusion upon the occurrence of a promotion-related event that is reasonable certain to occur, although the timing may not be certain.

Promotions will be implemented with at least one day's notice prior to the effective date of each promotion.

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