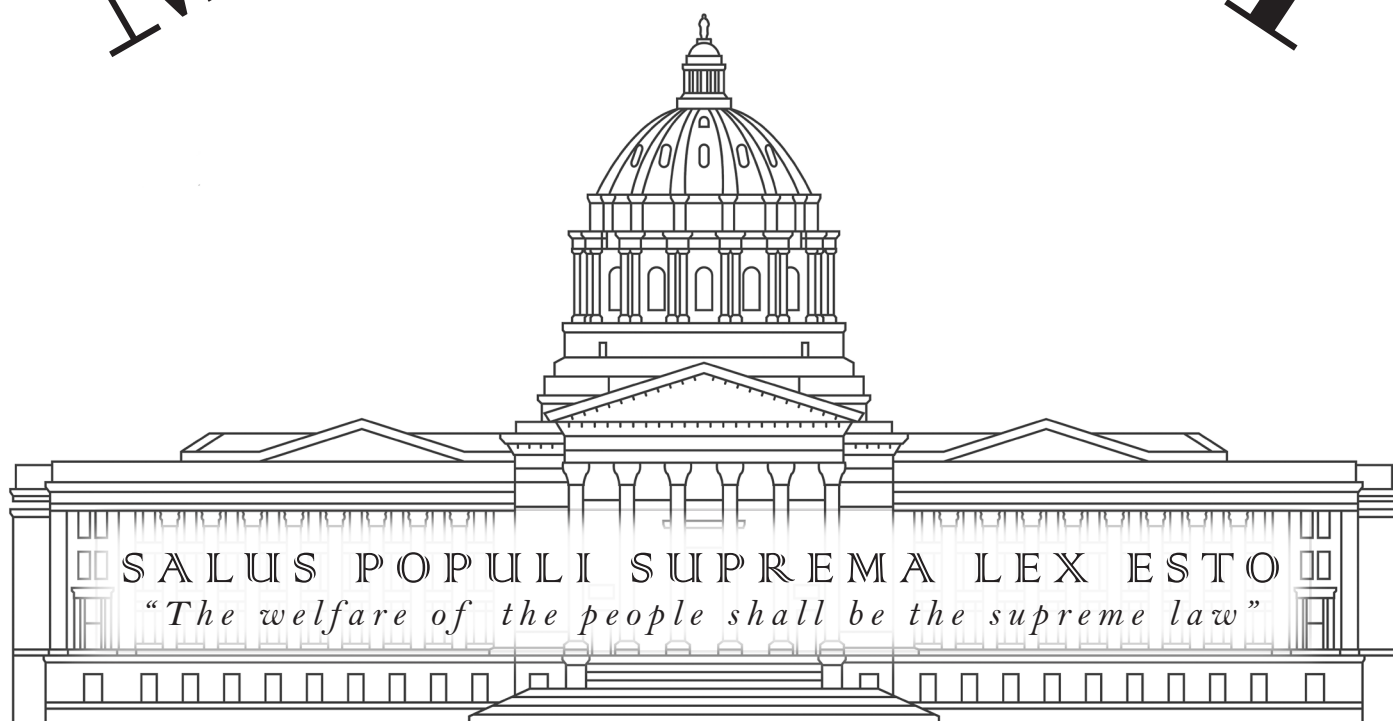


Volume 51, Number 14
Pages 851–916

July 15, 2026

MISSOURI



REGISTER

Denny Hoskins  Secretary of State

filing the complaint.

(E) This section shall not apply to the commission's communications cases under Chapters 20 CSR 4240-28, 20 CSR 4240-29, 20 CSR 4240-31, 20 CSR 4240-34, or 20 CSR 4240-36, unless otherwise ordered by the commission.

AUTHORITY: section 386.410, RSMo 2016. This rule originally filed as 4 CSR 240-4.017. Original rule filed Nov. 28, 2016, effective July 30, 2017. Moved to 20 CSR 4240-4.017, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. OX-2026-0335. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 4 – Standards of Conduct

PROPOSED AMENDMENT

20 CSR 4240-4.040 Communications [t]That [a]Are [n]Not Ex Parte or Extra-Record Communications. The Public Service Commission is amending section (1).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(1) In accordance with section 386.210.3, RSMo, no communication shall be prohibited by, or subject to, the disclosure and notice requirements of rule [4 CSR 240-4.020] **20 CSR 4240-4.020** or [4 CSR 240-4.030] **20 CSR 4240-4.030**, if those communications are made before an evidentiary hearing has been scheduled in the case and are –

AUTHORITY: section 386.410, RSMo 2016. This rule originally filed as 4 CSR 240-4.040. Original rule filed Nov. 28, 2016, effective July

30, 2017. Moved to 20 CSR 4240-4.040, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. OX-2026-0335. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 28 – Communications

PROPOSED AMENDMENT

20 CSR 4240-28.012 Annual Reports, Statements of Revenue, and Assessments. The Public Service Commission is amending subsection (2)(B).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(2) Assessments – Information about assessments may be found on the commission's website or as otherwise indicated below.

(B) Missouri USF assessment. Any company required to submit an annual report to the commission is subject to the Missouri USF assessment. This assessment is based on a factor applied to a company's net jurisdictional revenue as defined and explained in [4 CSR 240-31] **20 CSR 4240-31**. Information about the Missouri USF assessment is posted on the Missouri USF administrator's website, www.missouri-usf.com.

AUTHORITY: sections 386.040, 386.250, 386.310, 392.450, and 392.461, RSMo 2016. This rule originally filed as 4 CSR 240-28.012. Original rule filed April 12, 2018, effective Dec. 30, 2018. Moved to 20 CSR 4240-28.012, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state

agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 28 – Communications

PROPOSED AMENDMENT

20 CSR 4240-28.014 Network Configuration. The Public Service Commission is amending section (2).

PURPOSE: This amendment updates the rule citation in the rule from 4 CSR 240 to the current rule location in 20 CSR 4240.

(2) Any company providing intrastate telecommunications service shall comply with the safety standards identified in [4 CSR 240-18.010] **20 CSR 4240-18.010**.

AUTHORITY: sections 386.040, 386.250, 386.310, 392.450, and 392.461, RSMo 2016. This rule originally filed as 4 CSR 240-28.014. Original rule filed April 12, 2018, effective Dec. 30, 2018. Moved to 20 CSR 4240-28.014, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August

14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 29 – Enhanced Record Exchange Rules

PROPOSED AMENDMENT

20 CSR 4240-29.010 The LEC-to-LEC Network. The Public Service Commission is amending section (1).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(1) The LEC-to-LEC network is that part of the telecommunications network designed and used by telecommunications companies for the purposes of originating, terminating, and transiting local, intrastate/intraLATA, interstate/intraLATA, and wireless telecommunications services that originate via the use of feature group C protocol, as defined in [4 CSR 240-29.020(13)] **20 CSR 4240-29.020(13)** of this chapter. InterLATA wireline telecommunications traffic shall not be transmitted over the LEC-to-LEC network, but must originate and terminate with the use of an interexchange carrier point of presence, as defined in [4 CSR 240-29.020 (31)] **20 CSR 4240-29.020(31)** of this chapter. Nothing in this section shall preclude a tandem carrier from routing interLATA wireline traffic to a nonaffiliated terminating carrier over the LEC-to-LEC network, provided such terminating carrier has agreed to accept such traffic from the tandem carrier and such acceptance is contained in a commission-approved interconnection agreement.

AUTHORITY: sections 386.040 and 386.250, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-29.010. Original rule filed Nov. 30, 2004, effective July 30, 2005. Moved to 20 CSR 4240-29.010, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments

must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 29 – Enhanced Record Exchange Rules

PROPOSED AMENDMENT

20 CSR 4240-29.020 Definitions. The Public Service Commission is amending sections (17) and (34).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240. This amendment also corrects statutory citations of sections 386.020(29) and 386.020(51), RSMo, to sections 386.020(30) and 386.020(52), RSMo.

(17) LATA (Local Access and Transport Area) means that term as defined in section [386.020(29), RSMo Supp. 2004] **386.020(30), RSMo.**

(34) Telecommunications Company means those companies as set forth by section [386.020(51), RSMo Supp. 2004] **386.020(52), RSMo.**

AUTHORITY: sections 386.040 and 386.250, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-29.020. Original rule filed Nov. 30, 2004, effective July 30, 2005. Moved to 20 CSR 4240-29.020, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20,

2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 29 – Enhanced Record Exchange Rules

PROPOSED AMENDMENT

20 CSR 4240-29.030 General Provisions. The Public Service Commission is amending section (1).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(1) Telecommunications companies may originate, transit, and terminate telecommunications traffic utilizing the Local Exchange Carrier-to-Local Exchange Carrier (LEC-to-LEC) network only upon compliance with the rules set forth in this chapter. Any request for variance from the rules set forth in this chapter must be made to the Missouri Public Service Commission pursuant to [4 CSR 240-2.060(4)] **20 CSR 4240-2.060(4).**

AUTHORITY: sections 386.040 and 386.250, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-29.030. Original rule filed Nov. 30, 2004, effective July 30, 2005. Moved to 20 CSR 4240-29.030, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers:

Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

**TITLE 20 – DEPARTMENT OF COMMERCE AND
INSURANCE**

**Division 4240 – Public Service Commission
Chapter 29 – Enhanced Record Exchange Rules**

PROPOSED AMENDMENT

20 CSR 4240-29.100 Objections to Payment Invoices. The Public Service Commission is amending subsection (4)(A).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(4) In the event any objection to invoice, or any objection to the receipt of unidentified traffic, remains unresolved or uncompensated for more than thirty (30) days following provision of investigation reports to the manager of telecommunications, Missouri Public Service Commission, the carrier rendering the invoice, or the carrier objecting to the receipt of unidentified traffic[,] may initiate the following intercarrier compensation complaint process applicable to traffic placed on the LEC-to-LEC network:

(A) After having complied with sections (3) and (4) above, the objecting carrier may file a formal complaint in accordance with [4 CSR 240-2.070] 20 CSR 4240-2.070. Said complaint may name as respondents any or all carriers participating in the investigation process[,] and any carriers notified of the investigation process but not participating in it. Tandem carriers named as parties in such complaint shall have thirty (30) days from being served to identify and name as additional parties respondent any other carriers that may have originated or transited such unidentified traffic. Such carriers shall be served with the complaint and pleading naming them as additional parties in the same manner as is described in [4 CSR 240-2.070(7)] 20 CSR 4240-2.070(7), and shall answer within thirty (30) days of the date of notice as provided therein[.];

AUTHORITY: sections 386.040 and 386.250, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-29.100. Original rule filed Nov. 30, 2004, effective July 30, 2005. Moved to 20 CSR 4240-29.100, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200

Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

**TITLE 20 – DEPARTMENT OF COMMERCE AND
INSURANCE**

**Division 4240 – Public Service Commission
Chapter 31 – Universal Service**

PROPOSED AMENDMENT

20 CSR 4240-31.016 ETC Application Requirements. The Public Service Commission is amending subsections (2)(A) and (2)(B) and section (4).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(2) ETC application requirements –

(A) All ETC applications shall comply with the application requirements identified in [4 CSR 240-2.060] 20 CSR 4240-2.060 and be verified by oath as to the truthfulness therein by an officer or director of the applicant; and

(B) In addition to the requirements of [4 CSR 240-2.060] 20 CSR 4240-2.060 and 47 C.F.R. section 54.201 and section 54.202, all ETC applications should –

1. Identify any individual or entity having a ten percent (10%) or more ownership interest in the applicant[.];

2. Identify all officers, directors, and other persons, regardless of title, who fill the role of officer or director of the company;

3. Identify any company sharing common ownership or management with the applicant that has ever received funds from the federal USF or any state universal service fund[.];

4. Provide the details of any matter brought in the last ten (10) years by any state or federal regulatory or law enforcement agency against any of the individuals, entities, managers, officers, directors of other companies sharing common ownership or management with the applicant involving fraud, deceit, perjury, stealing, or the omission or misstatement of material fact in connection with a commercial transaction;

5. Identify the website containing information about the applicant's service and rates. If such information will be contained in a tariff maintained with the commission, then either provide a tariff filing or cite the existing tariff;

6. Provide statements addressing each of the following:

A. The applicant will comply with the ETC requirements identified in [4 CSR 240-31.015] 20 CSR 4240-31.015;

B. Whether the applicant intends to seek support from the Missouri USF. If so, the applicant should also state whether it intends to participate in the [D]disabled program;

C. A commitment to notify the commission of any changes to company contact information;

D. If the applicant is certificated or registered by the commission, a statement that the company is compliant with all reporting and assessment obligations; and

E. A statement that the applicant is compliant with contribution obligations to the federal USF; and

7. [A] **Provide** a copy of the FCC's decision if an applicant has sought and obtained a waiver of any ETC requirement from the FCC.

(4) The commission may grant a waiver of or variance from any provision of [4 CSR 240-31.010 through 4 CSR 240-31.016] **20 CSR 4240-31.010 through 20 CSR 4240-31.016** for good cause, upon request or upon its own motion.

AUTHORITY: sections 392.200.2, 392.248, and 392.470.1, RSMo 2016. This rule originally filed as 4 CSR 240-31.016. Original rule filed April 12, 2018, effective Dec. 30, 2018. Moved to 20 CSR 4240-31.016, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 34 – Emergency Telephone Service Standards

PROPOSED AMENDMENT

20 CSR 4240-34.020 Definitions. The Public Service Commission is amending sections (1), (4), (12), (15), (16), (22), and (27).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240. This amendment also removes citations to outdated statute supplements and corrects the statutory references of section 386.020(46) to (47) and section 386.020(52) to (53), RSMo.

(1) Alternative local exchange telecommunications company – This definition shall have the same meaning as section 386.020(1), RSMo [Supp. 1997].

(4) Basic local exchange telecommunications service – This definition shall have the same meaning as section 386.020(4), RSMo [Supp. 1997].

(12) Emergency telephone service (ETS) – This definition shall have the same meaning as section 190.300(1), RSMo [Supp. 1997].

(15) Incumbent local exchange telecommunications company – This definition shall have the same meaning as section 386.020(22), RSMo [Supp. 1997].

(16) Local exchange telecommunications company – This definition shall have the same meaning as section 386.020(30), RSMo [Supp. 1997].

(22) Resale of telecommunications service – This definition shall have the same meaning as section [386.020(46), RSMo Supp. 1997] **386.020(47), RSMo**.

(27) Telecommunications facilities – This definition shall have the same meaning as section [386.020(52), RSMo Supp. 1997] **386.020(53), RSMo**.

AUTHORITY: sections 386.040, [RSMo 1994 and] 386.250, and 392.200, RSMo [Supp. 1998] 2016. This rule originally filed as 4 CSR 240-34.020. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999. Moved to 20 CSR 4240-34.020, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission Chapter 34 – Emergency Telephone Service Standards

PROPOSED AMENDMENT

20 CSR 4240-34.090 Database Accuracy Standards. The Public Service Commission is amending subsections (1)(A) and (1)(B).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(1) All basic local exchange telecommunications companies, whether providing facilities based or resold basic local exchange telecommunications service, shall adopt internal procedures designed to ensure that accurate subscriber information is provided to the E-911 service provider. Facility based companies shall adhere to the following guidelines:

(A) All facilities based basic local exchange telecommunications companies which provide E-911 database information shall adopt and comply with a policy which results in a check between the E-911 master street address guide (MSAG) and all service order activity performed by that telecommunications company in each E-911 service provider area. When errors occur between the E-911 MSAG and a service order, the facilities based telecommunications company shall examine the nature of the error, correct the error, and submit the accurate record to the E-911 service provider per [4 CSR 240-34.050(2)] **20 CSR 4240-34.050(2)**; and

(B) All facilities based basic local exchange telecommunications companies which receive service orders from resellers shall adopt and comply with a policy which results in a check between the E-911 MSAG and the service order activity submitted by the reseller. When errors occur between the E-911 MSAG and a reseller's service order, the facilities based telecommunications company shall examine the nature of the error and submit the accurate subscriber record to the E-911 service provider per [4 CSR 240-34.040(2)] **20 CSR 4240-34.040(2)**.

AUTHORITY: sections 386.040, [RSMo 1994 and] 386.250, and 392.200, RSMo [Supp. 1998] 2016. This rule originally filed as 4 CSR 240-34.090. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999. Moved to 20 CSR 4240-34.090, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with

special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

**Division 4240 – Public Service Commission
Chapter 36 – Alternative Dispute Resolution
Procedural Rules Governing Filings Made Pursuant
to the Telecommunications Act of 1996**

PROPOSED AMENDMENT

20 CSR 4240-36.020 Filing Procedures. The Public Service Commission is amending section (1).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(1) Except where superceded by rules in this chapter, all petitions filed under this chapter shall also comply with the commission's rules of practice and procedure codified in Chapter 2 of [4 CSR 240] **20 CSR 4240**.

AUTHORITY: section 386.410, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-36.020. Original rule filed Dec. 30, 2003, effective Aug. 30, 2004. Moved to 20 CSR 4240-36.020, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

**Division 4240 – Public Service Commission
Chapter 36 – Alternative Dispute Resolution
Procedural Rules Governing Filings Made Pursuant
to the Telecommunications Act of 1996**

PROPOSED AMENDMENT

20 CSR 4240-36.030 Mediation. The Public Service Commission is amending section (3).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(3) Appointment of Mediator—When all parties to a negotiation agree to mediation, the commission shall appoint a mediator within ten (10) days of the request for mediation. The mediator shall be an employee of the commission unless the parties consent to the appointment of an outside mediator. The costs of an outside mediator shall be borne equally by the parties. The mediator shall be disqualified from participating as an arbitrator or presiding officer in subsequent proceedings regarding the same negotiation. Presiding officer is defined in [4 CSR 240-2.120] **20 CSR 4240-2.120**.

AUTHORITY: section 386.410, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-36.030. Original rule filed Dec. 30, 2003, effective Aug. 30, 2004. Moved to 20 CSR 4240-36.030, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

**TITLE 20 – DEPARTMENT OF COMMERCE AND
INSURANCE**

**Division 4240 – Public Service Commission
Chapter 36 – Alternative Dispute Resolution
Procedural Rules Governing Filings Made Pursuant**

to the Telecommunications Act of 1996

PROPOSED AMENDMENT

20 CSR 4240-36.040 Arbitration. The Public Service Commission is amending subsection (3)(F) and sections (4), (6), and (15).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(3) Content – A petition for arbitration must contain[.]—

(F) Documentation that the petition complies with the time requirements of [4 CSR 240-36.040(2)] **20 CSR 4240-36.040(2)**.

(4) Appointment of Arbitrator—Upon receipt of a petition for arbitration, the commission[.] or its designee[.] shall appoint an arbitrator to facilitate resolution of the disputed issues raised by the petition and shall immediately notify the parties of the identity of the arbitrator. The commission[.] or its designee[.] may appoint an arbitrator from outside the commission's employ only with the consent of all parties. The costs of an outside arbitrator shall be borne equally by the parties. The arbitrator shall attend all meetings, conferences, and hearings as described in [4 CSR 240-36.040(9)] **20 CSR 4240-36.040(9) and (10)**. The arbitrator shall not have participated as a mediator in a negotiation of any of the issues contained in the petition for arbitration.

(6) Discovery – Discovery may begin after the filing of a petition for arbitration and may continue up until hearings begin, unless the arbitrator sets a later date. The parties may enter into nondisclosure agreements or request the commission issue a protective order. Unless otherwise provided, the commission's rules for discovery, [4 CSR 240-2.090] **20 CSR 4240-2.090**, apply to discovery in the arbitration and the arbitrator may permit further discovery procedures at the initial arbitration meeting, section [4 CSR 240-36.040(9)] **20 CSR 4240-36.040(9)**. For good cause, the arbitrator may compel responses to data requests; in such cases, the response normally will be required in five (5) working days or less. Advisory staff, as provided in section (12) of this rule, may assist the arbitrator in resolving discovery disputes.

(15) Authority of the Arbitrator—In addition to authority granted elsewhere in this rule, the arbitrator shall have the same authority in conducting the arbitration as a presiding officer, as defined in [4 CSR 240-2.120] **20 CSR 4240-2.120**, has in conducting hearings under the commission's rules of practice and procedure. Because of the short time frame mandated by the Act, the arbitrator shall have flexibility to set out procedures that may vary from those set out in this rule; however, the arbitrator's procedures must substantially comply with the procedures listed herein. The arbitrator may vary from the schedule in this rule as long as the arbitrator complies with the deadlines contained in the Act.

AUTHORITY: section 386.410, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-36.040. Original rule filed Dec. 30, 2003, effective Aug. 30, 2004. Moved to 20 CSR 4240-36.040, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, PO Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before August 14, 2026, and should include a reference to Commission Case No. TX-2026-0353. Comments may also be submitted via a filing using the commission's electronic filing and information system at https://psc.mo.gov/General/Submit_Comments. A public hearing regarding this proposed amendment is scheduled for August 20, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

TITLE 20 – DEPARTMENT OF COMMERCE AND INSURANCE

Division 4240 – Public Service Commission

Chapter 36 – Alternative Dispute Resolution

Procedural Rules Governing Filings Made Pursuant to the Telecommunications Act of 1996

PROPOSED AMENDMENT

20 CSR 4240-36.050 Commission Approval of Agreements Reached by Arbitration. The Public Service Commission is amending section (2).

PURPOSE: This amendment updates the rule citations in the rule from 4 CSR 240 to the current rule locations in 20 CSR 4240.

(2) Within ten (10) days of the filing of the agreement, anyone may file comments concerning the agreement; however, such comments shall be limited to the standards for review referenced in section [4 CSR 240-36.050(4)] **20 CSR 4240-36.050(4)** of this chapter. The commission, upon its own motion, may hold additional informal hearings and may hear oral argument from the parties to the arbitration.

AUTHORITY: section 386.410, RSMo [2000] 2016. This rule originally filed as 4 CSR 240-36.050. Original rule filed Dec. 30, 2003, effective Aug. 30, 2004. Moved to 20 CSR 4240-36.050, effective Aug. 28, 2019. Amended: Filed June 11, 2026.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file comments in support of or in