

LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTION (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.6 VarTec Friends-R-Free™ Package

The VarTec Friends-R-Free™ Package provides Customers with local and long distance calling for a flat monthly rate. As of March 23, 2004, VarTec Friends-R-Free™ Package is only available to existing Customers of the VarTec Friends-R-Free™ Package. In order to select the VarTec Friends-R-Free™ Package, Customers must subscribe to VTI as their primary service provider for local exchange services. Customers may also select VTI for intraLATA interexchange and interLATA interexchange telecommunications services or may utilize VTI's interexchange services by using a Company-designated 10-1X-XXX access code. Furthermore, Customers must select one of the following two (2) VTI long distance plans: FlveLine Service as described in Section 3.30 of the Company's Missouri P.S.C. No. 3 - Telephone Tariff or One Choice Long Distance Service (a.k.a VarTec Voice™ Long Distance Service) as described in Section 3.27 of the Company's Missouri P.S.C. No. 3 - Telephone Tariff. The availability of the VarTec Friends-R-Free™ Package may be restricted based upon the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

The VarTec Friends-R-Free™ Package includes Basic Residential Local Service as described in Section 3.2, Call Waiting as described in Section 3.4.10, Caller ID - Name & Number as described in Section 3.4.11 and Call Waiting ID as described in Section 3.4.15.

The VarTec Friends-R-Free™ Package does not include equipment associated with the Caller ID - Name and Number feature.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTION (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice Classic Unlimited Package

(T)

(T)

One Choice Classic Unlimited Package provides residential Customers in Missouri (N) with local and long distance calling for a flat rate. As of March 23, 2004, One (N) Choice Classic Unlimited Package is only available to existing Customers of the One(N)/(T) Choice Classic Unlimited Package (formerly known as One Choice Unlimited (T) Package). In order to select One Choice Classic Unlimited Package, Customers must subscribe to VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. The availability of One Choice Classic Unlimited Package to Customers may be restricted (T) based upon both VTI's access to resold services through Southwestern Bell and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice Classic Unlimited includes Basic Residential Local Service as described (T) in Section 3.2, Caller ID Name and Number as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Call Forwarding as described in Section 3.4.3, Call Waiting ID as described in Section 3.4.15, Anonymous Call Rejection as described in Section 3.4.14, Speed Calling as described in Section 3.4.12, Call Block as described in Section 3.4.2 and unlimited domestic long distance usage subject to the terms and conditions of the VarTec One Choice Classic Unlimited Package (T) Acceptable Use Policy. The unlimited domestic long distance usage only applies to non-operator assisted, direct dialed domestic calls. One Choice Classic Unlimited (T) Package does not include equipment associated with the Caller ID - Name and Number feature. One Choice Classic Unlimited Package is intended for residential (T) use only and all terms of the Acceptable Use Policy for One Choice Classic (T) Unlimited Package apply. At VTI's sole discretion, action may be taken to limit access to toll services if the Customer's toll usage exceeds normal calling patterns or differ from usual and normal industry standards for residential Customers. VTI may also limit or prohibit access to toll services if usage exceeds the Customer's established history of toll usage. These actions may be taken without notice and without incurring liability.

Rates and charges associated with One Choice Classic Unlimited Package are set (T) forth in Section 4.2.7 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice Classic Unlimited Package (T)

One Choice Classic Unlimited service provides unlimited interstate and (T)
intrastate long distance calls for residential voice use only. Certain excessive
uses or calling patterns, however, may be considered evidence of abuse or
disallowed commercial or data usage and may result in termination of service
or assessment of a fee. Calling patterns other than that which are considered
usual and normal based on Customer calling history or industry standards may
cause termination of service.

The One Choice Classic Unlimited plan is intended only for residential voice (T)
usage. Use for home office, small business, large commercial business, or
other commercial use is prohibited and may result in termination of the
service. Customer account usage and calling patterns may be reviewed
periodically at the discretion of VarTec Telecom. Customer use of the One
Choice Classic Unlimited service plan that reflects calling patterns other than (T)
those that are considered usual and normal for residential customers based on
industry standards or personal past calling history may be considered abuse
and result in termination of service without refund or the possibility of
renewal.

VarTec Telecom reserves the right in its sole discretion to cancel service for
violation of this policy or other terms and conditions of service at any time.
By selecting VarTec Telecom One Choice Classic Unlimited service plan, (T)
Customer agrees to use the service in accordance with this acceptable use
policy and other terms and conditions of service and to indemnify and hold the
company harmless from any claims resulting from use or misuse of its
products and services. This Acceptable Use Policy may be revised periodically
without notice. Customers agree that revisions are applicable to your then
current service and usage.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice[®] Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice[®] Classic Unlimited Package (T)
(Continued)

Prohibited Use/Abuse

The following are prohibited uses of the One Choice[®] Classic Unlimited (T) service plan that may result in termination of service:

- Calling patterns and usage that considerably exceed what is considered usual and normal for residential customers by industry standards
- Calling usage that considerably exceeds your established history of usage
- Use for any type of commercial business
- Commercial faxing, fax broadcasting, or fax blasting
- Use of Auto-Dialers or predictive dialer
- Use of Phone Chat Rooms
- Calls to 900 or 976 numbers
- Modem data transfer
- Use for dialing into an ISP or any type of data transmission
- Use for medical transcription
- Use is not for call back, call sell, or debit card services
- Service is not to be used for call centers or telemarketing
- Any use not consistent with residential voice usage, or for which the service is otherwise intended.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice[®] Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice[®] Classic Unlimited Package (T)
(Continued)

Prohibited Use/Abuse

Customers who exceed 2000 minutes of combined intrastate and interstate long distance usage in one month may have their service plan evaluated for compliance with this acceptable use policy. Depending on the evaluation results, Customers whose use constitutes, in VarTec's discretion, violation of this policy will be notified in writing that their One Choice[®] Classic Unlimited service plan may be terminated and/or a \$50.00 data/commercial usage fee assessed for any subsequent violation.

VTI reserves the right, in the event of fraud, to terminate service immediately without notice or exigent circumstances.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.8 One Choice Select Package

(N)

One Choice Select Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice Select Package, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: One Choice \$.05 Plan or One Choice \$.03 Plan as described in Sections 3.39.1 and 3.39.2 of VTI's Missouri P.S.C. Tariff No. 3 Telecommunications Services Tariff. Rates and charges for the One Choice Select Package may vary based on the Customer's selected long distance calling plan. The availability of One Choice Select Package to the Customer may be restricted based upon both VTI's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice Select Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following five Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15 and Call Return as described in Section 3.4.9. The Customer will also receive 200 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

One Choice Select Package does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice Select Package are set forth in Section 4.2.8 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.9 One Choice Elite Package

(N)

One Choice Elite Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice Elite Package, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: One Choice \$.05 Plan or One Choice \$.03 Plan as described in Sections 3.39.1 and 3.39.2 of VTI's Missouri P.S.C. Tariff No. 3 "Telecommunications Services Tariff. Rates and charges for the One Choice Elite Package may vary based on the Customer's selected long distance calling plan. The availability of One Choice Elite Package to the Customer may be restricted based upon both VTI's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice Elite Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15, Call Return as described in Section 3.4.9, Speed Calling as described in Section 3.4.12, Call Forwarding as described in Section 3.4.3, and Auto Redial as described in Section 3.4.1. The Customer will also receive 500 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.9 One Choice^{*}Elite Package (Continued)

(N)

In addition to the features described herein, One Choice^{*}Elite Package includes subscription to an unregulated service, VTI's Voice Mail. One Choice^{*}Elite Package does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice^{*}Elite Package are set forth in Section 4.2.8 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.10 One Choice Unlimited Package

(N)

One Choice Unlimited provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice Unlimited, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select the One Choice \$.05 Plan as described in Section 3.39.1 of VTI's Missouri P.S.C. Tariff No. 3 "Telecommunications Services Tariff The availability of One Choice Unlimited to the Customer may be restricted based upon both VTI'S access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice Unlimited is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15, Call Return as described in Section 3.4.9, Speed Calling as described in Section 3.4.12, Call Forwarding as described in Section 3.4.3 and Auto Redial as described in Section 3.4.1. Customers will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service.

In addition to the features described herein, One Choice Unlimited includes subscription to an unregulated service, VTI's Voice Mail. One Choice Unlimited does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice Unlimited are set forth in Section 4.2.8 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.11 Additional Line Service

(N)

Additional Line Service provides the same features and benefits of Basic Residential Local Service as described in Section 3.2, including unlimited local calling and the ability to utilize 911 emergency services. Additional Line Service is only available to Customers who also subscribe to VTI's Basic Residential Local Service or an associated bundled service package as described herein, and Additional Line Service must be installed at the same service address as the Customer's primary line. Any additional benefits of the Customer's selected local service package, such as included long distance minutes or Call Management features, do not apply to Additional Line Service. Optional Call Management features as described in Section 3.4 are available to subscribers of Additional Line Service and will be billed at the rates defined therein in addition to all charges associated with the Customer's Additional Line Service.

In order to subscribe to Additional Line Service, Customers must select VTI as the primary service provider for interLATA interexchange and intraLATA interexchange services for the additional line. Furthermore, Customers must select one of the following two long distance plans: One Choice \$.05 Plan or One Choice \$.03 Plan as described in Sections 3.9.1 and 3.9.2 of VTI's Missouri P.S.C. No. 3-Telephone "Telecommunications Services Tariff." Rates and charges for Additional Line Service may vary based on the Customer's selected long distance calling plan.

(N)

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LOCAL EXCHANGE SERVICES TARIFF

Missouri Public

REC'D JUL 12 2001

Service Commission

3.0 SERVICE DESCRIPTIONS (Continued)

3.3 (Reserved for Future Use)

3.4 Call Management Features

VTI offers optional Call Management Services as described herein to allow Customers to efficiently manage the call flow generated over their telephone line(s). These services are subject to availability of facilities and compatibility with Customer type of access line and premises equipment. Optional services are only available to Customers of VTI's basic local service and are not available on Centrex and PBX trunks. When multiple services are activated on the same line, certain services may take precedence over others.

Rates and charges associated with the Call Management Features described herein are set forth in Section 4.4 following.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.1 Auto Redial

Auto Redial enables the Customer to redial automatically the last outgoing telephone number. If that telephone number is busy, the service will make call attempts to the telephone number for a maximum of thirty(30) minutes beginning with the Customer's activation of Auto Redial, in an effort to establish the call. The Customer will be signaled with a distinctive ring when the call can be completed. Customers access Auto Redial by dialing *66 and can cancel an Auto Redial activation by dialing *86.

3.4.2 Call Block

Call Block enables the Customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the Customer builds a screening list via code activation. Customers may access their screening list to add telephone numbers by dialing *60. Customers may deactivate Call Block by dialing *80. To block an unknown telephone number after receiving the call, the Customer enters a blocking code to add the number to the Customer's screening list. In the event that facilities are unavailable to provide incoming call screening from the Customer's list standard call completion will occur. Customers whose telephone numbers are blocked are directed to a prerecorded announcement regarding the block.

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LOCAL EXCHANGE SERVICES TARIFF

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.3 Call Forwarding

Call Forwarding enables the Customer to transfer all incoming calls to another telephone number. The Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Customer's call forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary. Customers who are subscribed to Call Forwarding activate the service by dialing #72 and can deactivate the service by dialing #73.

Call Forwarding may also include the Call Forwarding - Busy Line and Call Forwarding - Don't Answer features described in Sections 3.4.4 and 3.4.5. However, only one Call Forwarding feature is allowed for each telephone line.

3.4.4 Call Forwarding - Busy Line

Call Forwarding - BusyLine allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number. The Call Forwarding-Busy Line Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.5 Call Forwarding - No Answer

Call Forwarding - No Answer allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number. The Call Forwarding - No Answer Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

3.4.6 Call Forwarding - Busy Line/No Answer

Call Forwarding - Busy Line/No Answer provides the features of Call Forwarding - Busy Line as described in Section 3.4.4 as well as the features of Call Forwarding - No Answer as described in Section 3.4.5. The Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

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LOCAL EXCHANGE SERVICES ~~TARIFF~~

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.7 Remote Access to Call Forwarding

Remote Access to Call Forwarding provides the Customer that is a subscriber of a Call Forwarding service with the ability to activate, deactivate or change Call Forwarding designations from a remote location. This service can only be accessed from a DTMF equipped telephone which has a full set of characters, including "*" and "#." All charges incurred to access the remote number will be billed appropriately. The transmission may not meet normal standards depending upon the distance and routing necessary. The Customer must also subscribe to one of the Call Forwarding features described herein.

3.4.8 Selective Call Forwarding

Selective Call Forwarding provides the Customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list. VTI equipment will screen incoming calls against the Customer's list and forward only those from telephone numbers on the list. The Selective Call Forwarding Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. The Customer must also subscribe to one of the Call Forwarding features as described herein.

Subscribers to Selective Call Forwarding activate the service and construct or modify the screening list by dialing *63 and following the prompts. This service may be temporarily deactivated by dialing *83.

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LOCAL EXCHANGE SERVICES TARIFF

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.9 Call Return

Call Return enables the Customer to redial automatically the last incoming call, whether or not it was answered. If that telephone number is busy, automated continuous attempts will occur to call the number for a maximum of thirty (30) minutes beginning with the Customer's activation of Call Return in an attempt to establish the call. The Customer will be signaled with a distinctive ring when the call can be completed. Customers activate Call Return by dialing *69.

3.4.10 Call Waiting

Call Waiting alerts Customers via a tone signal while a call is in progress to indicate a second call is waiting and, by operation of the switchhook, allows the Customer to place the first call on hold and answer the waiting call. Call Waiting subscribers may deactivate Call Waiting for the duration of one call by dialing *70 prior to the direct-dialed digits. Call Waiting is automatically reactivated for the next originating or terminating call.

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LOCAL EXCHANGE SERVICES TARIFF

Missouri Public

3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.11 Caller ID

Caller ID allows the Customer to identify the calling party prior to the telephone being answered. Caller ID displays the name and/or telephone number of the calling party on the Customer's CPE before the call is answered at the Customer's premises. Caller ID consists of two features: 1) Calling Number Delivery, which identifies the telephone number of the calling party, before the telephone is answered and 2) Calling Name and Number Delivery, which identifies the name and telephone number of the calling party, before the telephone is answered. Caller ID requires a period of time equivalent to two ringing tones in order to produce the name and telephone number display on the CPE. Caller ID displays non-published telephone numbers, unless the Customer who has anon-published listing activates a call identification block.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via CallerID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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LOCAL EXCHANGE SERVICES TARIFF

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.12 Speed Calling

Speed Calling enables a Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number, Speed Calling 8 Number allows for an eight (8) telephone number capacity, wherein the telephone numbers are assigned a one digit code.

Customers may program Speed Calling 8 Number by dialing 74# and waiting for the dial tone. Customers then dial the code (consisting of numbers 2 through 9) to be assigned and the telephone number, including area code if necessary. To dial the number, Customers dial the code number followed by the pound sign (#).

3.4.13 Three-Way Calling

Three-Way Calling enables a Customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary to activate a three-way call.

Customers access Three-Way Calling during a current call by pressing and releasing the receiver button to receive a second dial tone, dialing the third-party telephone number, and pressing and releasing the receiver button to connect the two calls.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.14 Anonymous Call Rejection

Anonymous Call Rejection allows a Customer to reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing *77 and can deactivate the service by dialing *87.

3.4.15 Call Waiting ID

Call Waiting ID allows the Customer to identify the calling party on awaiting call prior to the telephone being answered. Call Waiting ID displays the telephone number and/or name of the calling party on a Customer's CPE while a call is in progress. Call Waiting ID requires a period of time equivalent to two ringing tones in order to produce the name and telephone number display on the CPE. Call Waiting II) displays non-published telephone numbers, unless the Customer who has anon-published listing activates a call identification block. Call Waiting II) requires subscription to Call Waiting and Caller ID Services as described in Sections 3.4.10 and 3.4.11.

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3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.4 Call Management Features (Continued)

3.4.16 Caller ID - Delivery Blocking

Per line blocking of CPN will be available upon request, at no charge, ONLY to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company

- a) Private, nonprofit, tax exempt domestic violence intervention agencies
- b) Federal, state, and local law enforcement agencies.

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. The Customer can deactivate Caller ID - Delivery Blocking on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A Customer can prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept call whose CPN has been blocked.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission (N)

3.4.16 Toll Restriction

Toll Restriction prohibits Customers from originating direct-dialed (1+) or operator assisted (0 or 0+) outgoing long distance calls from the designated local exchange access line. Toll Restriction also prohibits Customers from originating certain outgoing local calls if additional per-use charges or duration charges apply to such calls. If a call of this type is attempted, the call will be routed to an automated announcement informing the caller that toll calls are restricted on the access line. The following types of calls may be blocked by Toll Restriction.

- 1) Direct dialed 1+ long distance calls, including 1 + (area code when necessary) +NXX-XXXX and 101XXXX + 1 + area code (if required) + NXX-XXXX.
- 2) Local or long distance 0+ or 0 calls, including emergency calls. Examples of these calls include 0 + (area code when necessary) + NXX-XXXX; 101XXXX + 0 + area code (if required) + NXX-XXXX; or (0).
- 3) Directory Assistance calls for local or long distance telephone number inquiries, including 1 + 411 and 1 + (area code when necessary) + 555-1212.
- 4) Calls placed to a local 976 telephone number.
- 5) Any call to an emergency telephone number if it is a long distance call.

Toll Restriction does not block seven-digit or ten-digit direct dialed local calls or Inward WATS (i.e., 800 toll-free calling).

Toll Restriction is only available where required Central Office facilities exist. Toll call Restriction is not available in areas where a Universal Emergency Number Service (911) is not in operation.

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3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.5 Directory Assistance

VTI furnishes Directory Assistance Service whereby Customers may request assistance in determining directory listing information. The rates set forth herein apply to calls from Customers who request assistance in determining directory listing information for telephone users who are located in the same local calling area or intraLATA calling area.

A residential Customer is allowed three direct-dialed Directory Assistance calls per residential exchange line per month at no additional charge. No credit will be given for any unused portion of the Customer's allowance, and call allowances are not transferable between separate accounts of the same Customer. No credit will be given for requests in which the telephone number is non-published or unlisted, or for telephone numbers which are not found in the directory.

Customers are allowed up to two Directory Assistance listing requests per direct-dialed Directory Assistance call. Where a Customer makes more than two requests on a call, each subsequent request in excess of the Customer's allowance is billed an additional fee. A maximum of two Directory Assistance requests is allowed per direct-dialed Directory Assistance call.

Additional charges may apply to Customers who place Directory Assistance calls via an operator or have Directory Assistance charges billed to a telephone calling card or a telephone number other than the originating telephone number. A maximum of two requests per call applies to Directory Assistance calls placed via an operator or billed to a telephone calling card or a telephone number other than the originating telephone number. Where dialing facilities are not available, Directory Assistance calls via an operator are considered as direct-dialed calls.

Rates and charges associated with Directory Assistance are set forth in Section 4.5 following.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.5 Directory Assistance (Continued)

Service Commission

3.5.1 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) provides Customers with the option of having local calls automatically completed upon request of a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator. DACC is available where facilities permit.

The DACC portion of the call may either be billed in the same manner as the Directory Assistance portion or alternately billed (i.e., third number or collect billing). There are no allowances for DACC; however, the appropriate call allowances as described in Section 3.5 apply to the Directory Assistance portion of the call.

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3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.6 Directory Listings

Upon the request of a directory listing publication, VTI will provide list of names and telephone numbers of Customers and joint-users for the purpose of informing calling parties of the telephone numbers of Customers and those entitled to use Customer's service. The Company limits the length of any listing by the use of abbreviations when, in the opinion of the directory publishing company, the clearness of the listing or the identification of the Customer or joint-user is not impaired thereby. Listings must conform to the practices of the directory publishing company with respect to its directories.

VarTec will furnish upon request the name and address of the Customer to exchange service when such service is used to provide recorded announcements under the provisions of this tariff. Listings are regularly provided in connection with all classes of exchange service, unless the Customer subscribes to non-published exchange service or non-listed service. The contract period for Directory Listings where the listing actually appears in the directory is the effective period of the directory. Where the listing has not been printed in the directory, the contract period is one month.

One Residential Primary Listing is provided without charge for each separate Customer service or joint-user. The Primary Listing must be the actual name of the Customer to whom the service is rendered or the name of a member of the Customer's family or household.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.6 Directory Listings (Continued)

Service Commission

Presidential Customer may request that part or all of the address information which would otherwise be listed in the directory be deleted by the Company. Such deletion will be continued in successive directories without further request by the Customer until the Customer requests publication of part or all of the deleted address information in the directory.

Rates and charges associated with Directory Listings and the optional features described below are set forth in Section 4.6 following.

3.6.1 Non-Published Service

Customers who desire their telephone numbers to be omitted from directory publications may subscribe to Non-Published Service. Incoming calls to a Customer subscribing to Non-Published Service will be completed only when the calling party places the call by telephone number, notwithstanding any claim made by the calling party. When a call is placed from a telephone number associated with a Non-Published listing, the number may be disclosed if the called party has equipment to display Caller ID. Customers may prevent the display of their telephone number by subscribing to and activating Caller ID - Delivery Blocking.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.6 Directory Listings (Continued)

Service Commission

3.6.2 Non-Listed Service

At the Customer's request, any one or all of the Customer's primary listings, additional listings or other listings associated with the same or different residence telephone service line normally published in the directory will be omitted from the directory but will be listed in the directory assistance records available to the general public. The Customer indemnifies and holds the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of the listing, which the Customer has requested be omitted from the directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Non-Listed Service.

3.6.3 Residential Additional Listings

Residential Additional Listings maybe the names of members of the Customer's family or of other persons residing in the Customer's household. A Dual Name Additional Listing maybe provided for two persons who share the same surname and reside at the same address, or for a person known by two names. This listing is composed of a surname, two first names, address and telephone number.

Residential Additional Listings are not offered for purchase in the alphabetical business section of a directory separated for individual listings and business listings, except that a residential service number may be included in the business section as an alternate listing under a business service listing. A residential service number will be included in the business section when the listing contains a healing profession designation.

Residential Additional Listings may be nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names when, in the opinion of the directory publishing company, they are necessary for the proper identification of the Customer.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.7 Operator Assistance Services

Service Commission

VTI furnishes local assistance through an operator whereby Customers may request the services described herein. The rates set forth in Section 4.7 apply to local operator assistance requests originating for all classes and grades of services.

With respect to Operator Services, the following applies:

- 1) Company will not bill for incomplete calls where answer supervision is available. VTI will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
- 2) The caller and billed party, if different from the caller, will be advised that the Company is the operator service provider at the initial contact.
- 3) Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 4) Only tariffed rates approved by this Commission for Company shall appear on any LEC billings.
- 5) Company shall be listed on the LEC billing if the LEC has multi-Company billing ability.
- 6) Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card
- 7) Company will route all 0- or 00 - emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 8) Upon request, Company will transfer calls to another authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 9) Company will refuse operator service to traffic aggregators that block access to other Companies.
- 10) Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.7 Operator Assistance Services (Continued)

Service Commission

3.7.1 Line Status Verification

Line Status Verification allows an operator to determine the condition of an access line that a Customer requests to be checked. This service is provided where facilities exist through a VTI provided operator. Line Status Verification requests will not be processed on a collect (reversal of charge) or person-to-person basis.

3.7.2 Busy Interrupt

Busy Interrupt allows an operator to interrupt a conversation in progress to ascertain willingness to establish a conversation with an alternate party. This service is provided where facilities exist through a VTI provided operator. Busy Interrupt requests will not be processed on a collect (reversal of charge) or person-to-person basis, except in the case of an emergency situation, when the caller may bill collect if necessary.

The charge for Busy Interrupt applies whenever the operator interrupts the conversation even if the interrupted parties refuse to terminate the conversation in progress.

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3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.7 Operator Assistance Services (Continued)

3.7.3 Call Trace

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by Company's name or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the Customer to dial a code (*57) to automatically request that the following information be recorded:

- 1) The originating telephone number;
- 2) The date and time of the call; and
- 3) The date and time call trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact VTI for further instructions. Activation of Call Trace never authorizes VTI to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's telephone line.

3.8 Service Order Charges

Customers are billed applicable Service Order Charges when VTI receives, records and processes information in connection with a Customer request to add or change existing services. Service Order Charges apply to Customers who order new service or features, discontinue services or features, request telephone number changes, or transfer service from one premises to another. Service Order Charges also apply to service requests, including but not limited to, reconnection of existing service, temporary suspension of service, name changes on an account, or when service is required at the Customer's premises.

The applicable Service Order Charges for the items described above are set forth in Section 4.8 following.

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES

4.1 General

The rates for the services described in Section 3.0, including but not limited to, Basic Residential Local Service, Call Management Features, Operator Services and Directory Listings, are provided herein. The rates and charges set forth herein may include one-time charges, per-call charges or monthly subscription charges.

4.2 Basic Residential Local Service - Rates and Charges

Subscribers to Basic Residential Local Service will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate - **\$29.95**

4.2.1 One Choice Additional Line Service - Rates and Charges

Subscribers to One Choice Additional Line Service will be billed at the following rate in addition to all charges associated with the Customer's One Choice Classic Bundled Package, optional services and/or long distance usage, if any: (T)

Each Additional Line - **\$14.95**

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.2 One Choice^{*} Premium Package - Rates and Charges

Subscribers of One Choice^{*} Premium Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage, if any

Monthly Rate - \$19.95

In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice^{*} Premium Package and will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice^{*} Premium Package.

4.2.3 One Choice^{*} Classic Select Package - Rates and Charges (T)

Subscribers of One Choice^{*} Classic Select Package will be billed at the (T) following rate in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

Monthly Rate - \$29.95

In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice^{*} Classic Select Package (T) and will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice^{*} Classic Select Package. (T)

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.4 One Choice[®] Classic Elite Package - Rates and Charges (T)

Subscribers of One Choice[®] Classic Elite Package will be billed at the (T) following rate in addition to all charges associated with the Customer's optional services sod/or additional long distance usage, if any:

Monthly Rate **\$39.95**

In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice[®] Classic Elite Package and (T) will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice[®] Classic Elite Package. (T)

4.2.5 VarTec Friends-R-FreeSM Classic Package - Usage Rates

Subscribers of the VarTec Friends-R-FreeSM Classic Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate **\$49.95**

In addition, optional Call Management features as described in Section 3.4 are available to subscribers of VarTec Friends-R-FreeSM Classic Package and will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's VarTec Friends-R-FreeSM Classic Package.

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.6 VarTec Friends-R-FreeSM Package - Usage Rates

Subscribers of the VarTec Friends-R-FreeSM Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate	-	\$29.95
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In addition, optional Call Management features as described in Section 3.4 are available to subscribers of VarTec Friends-R-FreeSM Package and will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's VarTec Friends-R-FreeSM Package.

4.2.7 One ChoiceSM Classic Unlimited Package - Usage Rates (T)

Subscribers of the One ChoiceSM Classic Unlimited Package will be billed (T) at the following rate in addition to all charges associated with the Customer's optional services and/or toll charges, if any:

Monthly Rate in Zone A	-	\$49.95
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Monthly Rate in Zones B, C & D -		\$59.95
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In addition, optional Call Management features as described in Section 3.4 are available to subscribers of One ChoiceSM Classic Unlimited Package and (T) will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's One ChoiceSM Classic Unlimited Package. (T)

(M)

Material previously located on First Revised Page No. 75.1 can now be found on Original Page No. 75.2.

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.8 One Choice^{*} Bundled Service Packages - Rates and Charges

The One Choice^{*} bundled service packages will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any. The following per line monthly rates apply to the Customer's primary billing telephone number and any additional telephone numbers billed to the same account.

Zones A, B & C

One Choice [*] Select Package	Monthly Rate
-With One Choice [*] \$.05 Plan	\$29.95
-With One Choice [*] \$.03 Plan	\$32.90
One Choice [*] Elite Package	Monthly Rate
-With One Choice [*] \$.05 Plan	\$39.95
-With One Choice [*] \$.03 Plan	\$42.90
One Choice [*] Unlimited	<u>Monthly</u> Rate
-With One Choice [*] \$.05 Plan	\$48.95

4.2.9 Additional Line Service - Rates and Charges

(N)

Additional Line Service will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any. The following per line monthly rates apply to each additional telephone number billed to the same account:

Zones A, B & C

Additional Line Service	Monthly Rate
-With One Choice [*] \$.05 Plan	\$14.95
-With One Choice [*] \$.03 Plan	\$17.90

(N)

4.3 (Reserved for Future Use)

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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.4 Call Management Features - Rates and Charges

Subscribers to Call Management Services will be billed at the following rates in addition to all charges associated with the Customer's basic local service plan. In addition, some Call Management Services may be activated and utilized by the Customer on a per-use basis and will be billed the rates as described herein.

	Monthly Rate	Per Use Charge	
Auto Redial	\$3.95	\$.95	(I)
Call Block	\$3.95	N/A	
Call Forwarding	\$3.95	N/A	
Call Forwarding - Busy Line	\$3.95	N/A	
Call Forwarding - No Answer	\$3.95	N/A	
Call Forwarding - Busy/No Answer	\$3.95	N/A	
Remote Access to Call Forwarding	\$3.95	N/A	
Selective Call Forwarding	\$3.95	N/A	
Call Waiting	\$3.95	N/A	(I)
Caller ID - Number Only	\$3.95	N/A	(R)
Caller ID - Name & Number	\$6.95	N/A	(I)
Speed Calling 8	\$3.95	N/A	
Three-Way Calling	\$3.95	\$0.95	
Anonymous Call Rejection	\$3.95	N/A	
Call Waiting ID	\$3.95	N/A	
Caller ID Delivery Blocking	\$3.95	N/A	
Call Return	\$3.95	\$0.95	
Toll Restriction	\$3.95	N/A	(I)

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4.0 RATES (Continued)

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4.5 Directory Assistance - Rates and Charges

Service Commission

The following Directory Assistance rates apply where the Customer places a direct dialed call to Directory Assistance. These rates are in addition to applicable usage charges or in lieu of local call rates from pay telephones. No credit will be given for requested listing information that is not found in the directory.

Direct-Dialed

Directory Assistance Call - \$0.50

4.5.1 Directory Assistance Call Completion

The following Directory Assistance Call Completion rates apply in addition to any applicable Directory Assistance rates as described in Section 4.5, as well as the Long Distance Message Telecommunications Service rates associated with the completion of the call, if applicable.

DACC Charge - \$0.75

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4.0 RATES (Continued)

4.6 Directory Listings - Rates and Charges

Subscribers will be billed at the following rates for Directory Listings and optional features in addition to all charges associated with the Customer's basic local service plan:

	Monthly Rate
Primary Listing	No charge
Non-Published Number	\$1.75
Non-Listed Number	\$1.25
Residential Additional Listing ¹	\$1.65

¹Residential Extra Listing charges are incurred from the time the listing is posted to the Directory Assistance records.

4.7 Operator Assistance Services - Rates and Charges

Local Operator Assistance Service rates are in addition to applicable usage charges or in lieu of local call rates from pay telephones.

Per Use Charge

Line Status Verification	\$1.25
Busy Interrupt	\$2.00
Call Trace	\$7.00

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4.0 RATES (Continued)

4.8 Service Order Charges - Rates and Charges

Service Commission

Customers will be billed the following charges for services described below. Additional charges may apply for service orders that require overtime labor performed at hours of the day or days of the week other than normal work hours.

	<u>One-Time Charge</u>
Customer requests to add a feature to an account	No charge
Customer requests to remove a feature from an account	\$5.00
Customer requests a billing name change on his/her account	\$5.00
Customer requests a telephone number change	\$25.00
Customer requests to transfer primary line from one service address to another	\$40.00
Customer requests to transfer an additional telephone line from one service address to another	\$30.00
Suspension of service by VTI	No charge
Restoration of Customer's service following suspension by VTI	\$20.00
Installation of a primary telephone line at new service address	\$40.00
Installation of an additional telephone line at new service address	\$30.00

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4.0 RATES (Continued)

4.9 Alternative Payment Processing Fees

The following fees apply for Customers who make payment for services rendered using alternative payment processing options. Per use charges apply for individual transactions. Customers may elect to enroll in VTI's Recurring Payment Plan, whereby the Customer's payment is automatically processed by VTI each month through the Customer's selected alternative payment processing option.

	Credit Card Payment	ACH Payment
One-time Payment (per use)	\$0.00	\$0.00
Online Payments (per use)	N/C	N/C
Recurring Payments	N/C	N/C

Beginning February 1, 2004, any residential Customer who enrolls in VTI's Recurring Payment Plan will be eligible to receive a one-time credit in the amount of ten dollars (\$10.00). This credit will be applied to the Customer's monthly billing statement after the Customer's first successful and valid automated payment transaction and should appear on one of the following two billing statements. Each Customer will be eligible to receive the credit only once per Customer account. A Customer becomes ineligible to receive this credit if, prior to the credit being applied to the Customer's account, one or more of the following occurs: 1) the account is suspended for non-payment of charges; 2) the account is suspended for violation(s) of regulations in this tariff; 3) the Customer cancels services or withdraws from the Recurring Payment Plan or 4) the Customer fails to comply with relevant laws and regulations. (T)

ISSUED: April 2, 2004

BY: Becky Gipson
Director, Regulatory Affairs
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EFFECTIVE: May 4, 2004
(T)

XO
Missouri Inc.
LOCAL EXCHANGE SERVICES TARIFF
P.S.C. MO. No. 4

Fourth Revised Page 66
Cancels Third Revised Page 66

4. Service Offerings, Rates and Charges (Cont'd)

4.2 Directory Assistance.

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer's local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

4.2.1

Local Directory Assistance	Each Number	\$1.25	(1)
Long Distance Directory Assistance	Each Number	\$1.25	(1)
National Listing Service	Each Number	\$0.95	
Directory Assistance Call Completion	Each Number	\$0.50	

4.2.2 Call Completion Feature Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for duration of the completed call as follows:

- 1) Customers placing the call from a telephone line that is subscribed to Company local service will be charged according to Customer's current Company rate plan.
- 2) Customers placing a call from a telephone line that is subscribed to Company long distance service only will be charged \$0.10 per minute of use for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

ISSUED: June 30, 2004

EFFECTIVE September 1, 2004

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SECTION 4.0 -SERVICE DESCRIPTIONS

4.1 Network Exchange Bundled Service

4.1.1 General

Z-Tel offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access¹ may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

A. Primary Line

The initial residential local exchange access line per account.

B. Secondary Line

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

(T/C)
(N)
(N)

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

(D)

¹ Voice mail and Internet access are not regulated by the Commission.

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.1 Network Exchange Bundled Service, Cont'd.****4.1.1 General, Cont'd.**

Network Exchange Bundled Service may include the calling features listed below:

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Z-Tel adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

(N)
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|
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(N)

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number will be substituted.

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Issued by:

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.

(N)

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.)

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two (N) separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities. (N)

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID with Name service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted. See Section 4.2 for regulations regarding this feature.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

(M)

(M)

* Material previously appearing on this page now found on Original Page 2.1, Section 4.

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SECTION 4.0 - SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd

4.1,2 Missouri Home Edition - Standard Service **

A. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service. Standard Service includes the following

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling,
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge,

Secondary Line Customer Calling Features Package: Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

4. Standard Service Customers will receive Member to Member service (See Section 4.2) at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature

(N)

** This option grandfathered effective October 12, 2002 and is available to existing customers only.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.3 Missouri Home Edition - Basic Service **

A. Basic Service includes the following

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of (60) second increments. For toll calls placed away from home, see Z-Line Travel Card Service (See Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

2. Local line and unlimited calling,

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Secondan Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for an additional monthly charge.

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

D. Distinctive Ring Calling Feature

(N)

* *This option grandfathered effective October 12, 2002 and is available to existing customers only.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.4 Z-LineHome Unlimited Service

A. Z-LineHome Unlimited Service includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
2. Local line and unlimited local calling
3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way and Calling Speed Calling included at no charge. (C)
(C)
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge. (C)

This service is for use by Residential Customers for the purpose of individual-to-individual two- way residential voice applications. If the Customer uses ZLine Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

4. Member to Member Service.

(D)
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(D)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.4 Z-LineHome Unlimited Service cont'd.

B. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities

Monthly Recurring Charge Per Feature:

\$3.00

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.5 Z-LineHome Select Service**

A. Z-LineHome Select includes the following

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of sixty (60) seconds. For toll calls placed away from home, see Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.

2. Local line and unlimited local calling.

3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

4. Member to Member Service.

5. The following additional custom calling features are available with this service.

Distinctive Ring

VIP Alert:

Privacy Manager:

(N)

** This option grandfathered effective September 27, 2003 and is available to existing customers only.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.6 Member to Member Home Edition Service

Member to Member Service is available to all Z-Tel Customers of a Network Exchange Bundled Service. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Z-Tel services where noted in the description of each service.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.7 Z-Line Home Office

Z-Line Home Office service is a bundled local and toll voice service offering. Service is restricted to a single line only. Customers with a requirement for multiple lines are referred to the Company's business service. Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

(N)

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.7 Z-Line Home Office, (Cont'd.)

A. Z-Line Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.
2. Local line and unlimited local calling.
3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID (C)
with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and (C)
Speed Calling included at no charge.

(D)
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(D)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

(N)

4.1.8 Z-LineHOME Basic Service with PVA

Z-LineHome Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

A. Basic Service includes the following:

1. Local line and unlimited local calling
2. Call Waiting

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.8 Z-LineHOME Basic Service with PVA, (Cont'd.)

B. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

C. Intrastate long distance may be utilized with this service.

D. Member to Member Service is included at no charge.

E. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature:

\$3.00

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.9 Z-LineHOME Select with PVA

Select Service with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail is included with this service.

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service Cont'd.

4.2.6 Z-LineHOME Select with PVA, (Cont'd.)

A. Select Service includes the following:

1. Local line and unlimited local calling
2. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Busy No Answer and Call Forwarding Variable.
3. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.

B. Intrastate long distance may be utilized with this service.

C. Member to Member Service is included at no charge.

D. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature:

\$3.00

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS Simplicity Service

(T)

Z-LineBUSINESS Simplicity Service is targeted primarily at business customers as a bundled (T) service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features Caller ID, Call Waiting, Three-Way Calling Speed Dial and Call Forwarding, as well as one voice mail box]. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. Z-LineBUSINESS Simplicity Service is available on up to a (N) maximum of twelve(12) lines per location. Z-Tel Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location sod on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. (N)

Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

A. Outbound Service

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling Speed Dial and Call Forwarding,

'Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately far a monthly fee per mail box.

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SECTION 4.0 - SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS simplicity Service, (Cont'd.)

(T)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-Tel Business Simplicity Service Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Simplicity Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

D. Travel Card Service

Z-Line Simplicity Travel Card Service is available to Z-Line Business Simplicity Service Customers for calls made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.11 Affinity Pricing Plan - Z-Line Discount Program

(N)

The Z-Tel Affinity Pricing Plan - Z-Line Discount program offers discounts on specific Z-Tel services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Z-LineHOME Unlimited, Z-LineHOME Select with PVA, Z-LineHOME Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.12 ISP Service Plan

(N)

ISP Service Plan is offered to Customers who subscribe to Z-LineHome Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Z-LineHome Unlimited will not apply to those 3000 minutes per month. All other Z-LineHome Unlimited Service rates and restrictions apply.

(N)

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MOL0405

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service**

(C)

Z-Line Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Z-Tel as the presubscribed carrier for local calling concurrent with enrollment for this service. Z-LineBusiness A La Carte provides Customers with the option of selecting Z-Tel for toll services.

A. Local Exchange Service

There is a one-time charge per line Service Connection Fee for Local Exchange Service ¹.

B. Toll Service

.1 Long Distance Service

Long distance service is billed in six (6) second increments.

2. Long Distance Calling Packs

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

¹Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'd.) **

(C)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

D. Business Network Rate Service

Business Network Rate Service is available to Z-Tel business Customers for outbound calling from presubscribed lines. This service allows Z-Line Business A La Carte Customers presubscribed to Z-Tel for long distance service to call other Z-Tel Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Z-Tel business Customers or to Z-Tel residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'd) **

(C)

E. Calling Features

These features are offered subject to availability of suitable facilities. Z-LineBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2 Z-LineBUSINESS A La Carte Service, (Cont'd) **

(C)

E. Calling Features, (Cont'd.)

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.2 Z-LineBUSINESS A La Carte Service, (Cont'.d) ******(C)****F. Guarantee Incentive Program**

If a Customer is not satisfied with the Z-Tel Business A La Carte Service, for any reason, during the first ninety (90) days of service, Z-Tel will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Z-Tel. This offer does not extend to any new service lines established with Z-Tel that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Z-Tel. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Z-Tel's toll free customer service telephone number.

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service

Z-Line Business Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

A. Local Exchange Service

.1 Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, (T) receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

.2 Calling Features

The following Calling features are available at an additional monthly recurring charge Call Forwarding Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

B. Z-Line Business Plus Toll Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

C. Z-Line Business Plus Toll Free Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

D. Travel Card Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

E. Business Network Service

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

F. Calling Features

Customers subscribing to Z-Line Business Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.2.1 Z-Line Business Plus Service, (Cont'd.)****F. Calling Features, Cont'd.**

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.2.1 Z-Line Business Plus Service, (Cont'd.)

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.3 Stand Alone Local Exchange Service

Stand Alone Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Stand Alone Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

4.3.1 General

Stand Alone Local Exchange Service includes the following:

Local exchange access line and unlimited local exchange calling.

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(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges

Non-retuning charges apply to processing Service Orders for new service and for changes in service.

4.4.1 Service Order Charges

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge. Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a (T) visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company that cannot be handled remotely. (T)

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

* Material previously located on this page now found on Original Page 5.3 Section 4.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.1 Service Order Charges, (cont'd.)

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

(N)

Trouble Isolation Charge -When a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

(N)

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(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.2 Change Order Charges

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Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Home Edition Charge Charge-applies when a residential Customer request/orders a change in service from Home Edition- Basic Service to Home Edition- Standard Service or from Home Edition - Standard Service to Home Edition - Basic Service.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.3 Record Change Charges

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

4.4.4 Miscellaneous Charges

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.5 Reserved For Future Use

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4.6 Restoration of Service

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A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

(D)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.7 911 Emergency Service

- 4.7.1** The Company is obligated to supply the E-911 service provider in the Company service area with information necessary to update the E-911 database at the time the Company submits Customer orders to the local exchange company whose service is being resold or whose lease facilities have been purchased for the provision of local service pursuant to these tariffs.
- 4.7.2** At the time the company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.7.3** The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.7.4** The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.
- 4.7.5** The Company undertakes no responsibility to inspect or to monitor 911 service facilities to discover errors, defects or malfunctions in 911 service.
- 4.7.6** By dialing 911, the 911 service calling party waives all privacy rights afforded by non-listed and non-published service to the extent that the Customer's telephone number, name, address associated with the originating station location are furnished to the PSAP.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.8 Optional Calling Features**

The features in this section are made available to Residential and Business Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

4.8.1 Feature Descriptions

Call Return: Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

Call Trace: Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by the Company; or (2) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the Customer to dial a code (*57) to automatically request that the following information be recorded: the originating telephone number; the date and time of the call; the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact the Company for further instructions. Activation of Call Trace never authorized the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's line. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.8 Optional Calling Features****4.8.1 Feature Descriptions**

Per-Call Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls. To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Auto Redial: Permits the Customer to redial automatically the last number dialed.

Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Z-Tel services.

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VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. This feature may not be available with all Z-Tel services.

(N)

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(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.9 Directory Assistance Services

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

4.9.1 Basic Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or from business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.9 Directory Assistance Services, Cont'd.

4.9.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 4.9.1.

A. Description of Service

The three types of DACC offered are as follows:

Fully Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.9 Directory Assistance Services, Cont'd.

4.9.3 Nationwide Directory Assistance

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section.

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for Nationwide Directory Assistance.

4.9.4 PVA Directory Assistance

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Z-Tel local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for PVA Directory Assistance.

(N)

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.10 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate.

Operator Assistance charges do not apply for the following calls:

- Calls to Company-listed Official Public Emergency Agencies
- Calls to official Company numbers
- Calls to Directory Assistance Service
- Calls from persons experiencing dialing difficulty
- Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

4.10.1 Regulations

- A. Company will not bil for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notificaiton of (2) Company knowledge.
- B. The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- C. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- D. Only tariffed rates approved by this Commission for the Company shall appear on the Company's bill.
- E. Company shall be listed on the bill.
- F. Company will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card.
- G. Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.10 Local Operator Service, Cont'd.

4.10.1 Regulations

- H.** Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- I.** Company will refuse operator services to traffic aggregators which block access to other Companies.
- J.** Company will assure that traffic aggregators will post and display information including (1) that company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.11 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

(N)
(N)

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service

4.12.1 General

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgement of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

4.12.2 Listings

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

A. Regular Additional Listings

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

B. Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing such as the following:

1. If no answer call (telephone number)
2. Night calls (telephone number)
3. Night calls after - P.M. (telephone number)
4. Nights, Sundays and holidays (telephone number)
5. 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

C. Nonpublished Service

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- .1 First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.
- .2 Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

C. Nonpublished Service, Cont'd.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.12 Directory Listing Service, Cont'd.

4.12.2 Listings, Cont'd.

D. Nonlisted Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

E. Toll-Free Directory Listings

Where available, a listing which references the Toll Free Number for a Business customer will be made available. A one-time charge per toll-free number applies to set up this listing.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.13 Toll Restriction

Toll Restriction is a service offering that restricts long distance calling. Restricted calls are directed to an announcement.

Toll Restriction is activated when a dialed number is preceded by a one (1) or zero (0). Where facilities permit, 1+ calls to Company business offices and repair services are not restricted. In addition, all calls to operator services are disallowed for both residence and business Customers.

The minimum service period is one month. Service is furnished subject to the technical capability.

The Customer indemnifies and saves harmless the Company from any and all claims, losses and damages caused by this restriction of the Customer's long distance calling.

4.14 900 Call Restriction

900 Call Restriction allows Customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to an announcement.

This service is available where facilities permit. The minimum period for this service is one month.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**4.15 Carrier Presubscription****4.15.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.15.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.15 Carrier Presubscription, Cont'd.

4.15.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 5 of this tariff:

4.15.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in Section 5 of this tariff. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.16 Intercept Referral Service

4.16.1 Basic Intercept Referral Service

Basic Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available if it is non-published or the Customer has left the area without providing a forwarding number.

Basic Intercept Referral Service is provided free of charge to Residential Customers for a minimum of thirty (30) days where facilities exist, and the threat of telephone exhaustion is not imminent.

Basic Intercept Referral Service for single line Business Customers shall be available upon request, free of charge, for a minimum of thirty days, or the life of the directory, whichever is greater. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the Company may reissue a disconnected number prior to the expiration of the directory but no earlier than thirty (30) days after the disconnection of the business telephone number.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.16 Intercept Referral Service, Cont'd.

4.16.2 Special Intercept Referral Service

This level of service provides the same information as Basic Intercept Referral Service using either an operator-handled or recorded announcement, plus this level of service provides callers with additional information. Two types of additional information are available:

Location Referral Service: provides the caller with the Customer's new street address, city and/or state.

Multiple Referral Service: accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement or to an operator. Either option is available to the Customer when there are three or less referrals to be given. For more than three referrals, the calls must be routed to an operator. When the calls are routed to an operator, the calling party is queried as to whom they wish to reach, and the appropriate number is provided.

Name Referral Service: provides the caller with the name of the Customer's business and new telephone number.

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.16 Intercept Referral Service, Cont'd.

4.16.3 Reserved For Future Use

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.17 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.18 Z-Tel Referral Program

Any existing Z-Tel Customer who refers a potential customer to the Z-Tel services listed below will receive a one-time credit should the referred customer subscribe to and remain a Z-Tel customer for at least 30 days. The referred customer must provide the name of the existing Z-Tel Customer who made the referral upon ordering the new Z-Tel service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.**4.19 Caller ID****(M)**

This feature enable the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad of 1182 from a rotary phone) immediately prior to placing a call.

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their touch tone pad of 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID Subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

* Material appearing on this page previously found on First Revised Page 3 , Section 4.

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SECTION 5.0 - RATES

5.1 Network Exchange Bundled Service

5.1.1 Missouri Home Edition - Standard Service **

Package Price for Standard Service

Monthly Rate

Primary Line

\$52.99

Secondary Line

\$25.00

Service Connection Fee, one-time charge per line: *

Primary Line

\$69.99

Secondary Line

\$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service. (See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

Toll calls within 100 minute allowance

Per minute rate

Direct Dial Access

\$0.00

Toll calls above 100 minute allowance

Per minute rate

Direct Dial Access

\$0.15

2. Local line and unlimited local calling
3. Primary Line Custom Calling Features Package Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month,

4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature: (N)

Monthly Recurring Charge Per Feature:

\$3.00

(N)

** This option grandfathered effective October 12, 2002 and is available to existing customer only.

* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.2 Missouri Home Edition - Basic Service ******Package Price for Missouri Home Edition - Basic Service**

Primary Line, per month	\$36.99
Secondary Line, per month	\$25.00
New Service Connection Fee, one-time charge, per line #	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (*See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

Toll calls within 30 minute allowance

Direct Dial Access	\$0.00
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Toll calls above 30 minute allowance

Direct Dial Access	\$0.15
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2. Local line and unlimited local calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
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Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

(N)
(N)**C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.**

90 Direct Dial:	\$7.99 per month
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****This option grandfathered effective October 12, 2002 and is available to existing customers only.**

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service,** (Cont'd.)

D. Distinctive Ring Calling Feature: (N)

Monthly Recurring Charge Per Feature: \$3.00 (N)

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.4 Z-LineHome Unlimited**

Package Price for Z-LineHome Unlimited

Primary Line, per month	\$55.99
Secondary Line, per month	\$35.00
Service Connection Fee, one time charge per line #	
Primary Line	\$69.99
Secondary Line	\$55.00

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Z-Line Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

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Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

A. Z-LineHome Unlimited Service includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
2. Local line and unlimited local calling

**Material previously appearing on this page now found on Page 1.2.1.0, Section 5.*

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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MOL0305

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.4 Z-LineHome Unlimited

A. Z-LineHome Unlimited includes the following, (cont'd.):

3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge. (C)

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month. (C)

4. Member to Member Service

(D)
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(D)

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SECTION 5.0- RATES. CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 Z-LineHome Select **

Package Price for Z-LineHome Select

Primary Line, per month	
UNE Zone 1:	\$35.99 (R)
UNE Zone 2	\$45.99
UNE Zone 3:	\$49.99
UNE Zone 4:	\$45.99
Secondary Line, per month	
UNE Zone 1:	\$35.00
UNE Zone 2:	\$41.00
UNE Zone 3:	\$45.00
UNE Zone 4:	\$41.00
New Service Connection Fee, one-time charge, per line '	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

'Service Correction fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when stitching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 Z-LineHome Select**

A. Z-LineHome Select includes the following, (cont'd.):

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling, Toll calls will be billed in sixty (60) second increments For toll calls placed away from home, see Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff.) Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.

Toll calls within 50 minute allowance	
Direct Dial Access	\$0.00

Toll calls above 50 minute allowance	
Direct Dial Access	\$0.07

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

4. Member to Member Service.
5. The following additional custom calling features are available with this service.

	Per Month	
Distinctive Ring	\$3.00	(N)
VIP Alert	\$2.00	
Privacy Manager:	\$2.00	

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MOL0404

SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service ****

(C)

A. Local Exchange Service**.1 Local Access Line**

Local Business Line

Monthly Rate

\$27.99

Service Connection Fee, one-time charge per line ¹

Per Line

\$49.99

¹Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) ****

(C)

B. Toll Service**.1 Long Distance Service**

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

2. Long Distance Calling Packs

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

LD Minutes	LD Minutes Pack	
	Monthly Rate	Intrastate Overage
1,000 Long Distance Minutes Pack	\$59.00	\$0.079
5,000 Long Distance Minutes Pack	\$245.00	\$0.069

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) ******(C)****C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.069
Monthly Recurring Charge Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$ 9.99

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) ****

(C)

D. Business Network Rate Service

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

E. Calling Features**a. Rates**

.1	Monthly Rates, per Feature:	\$3.00
.2	Monthly Rate, Feature Pack, (3 or more features):	\$9.00

F. Remote Call Forwarding (RCF) Service

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

.1 Usage Charges

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.1.6 of this tariff).

.2 Monthly Recurring Charge

Per line: \$15.00

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.7 Z-Line Home Office**

Package Price for Z-Line Home Office:

Primary Line, per month:	\$65.99
Service Connection Fee, one-time charge per line #:	\$69.99

A. Z-Line Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.

Toll calls within 1000 minute allowance

Direct Dial Access: \$0.00

Toll calls above 1000 minute allowance

Direct Dial Access: \$0.104

2. Local line and unlimited local calling.
3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

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(D)

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.8 Z-LineHOME Basic Service with PVA****A. Rates**

Primary Line, per month	\$21.99
Secondary Line, per month:	\$21.99
New Service Connection Fee, one-time charge, per line [#]	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

- B.** Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month:	\$4.95
--------------------------	--------

- C.** Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	\$0.070
Call completion through PVA per minute:	\$0.070

- D.** Member to Member Service is included at no charge.

(N)

[#] Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.8 Z-LineHOME Select Service with PVA

A. Rates

Primary Line, per month	
UNE Zones 1:	\$35.99
UNE Zone 2	\$45.99 (1)
UNE Zone 3:	\$49.99 (1)
UNE Zone 4:	\$45.99 (1)
Secondary Line, per month	
UNE Zones 1:	\$35.00
UNE Zone 2:	\$41.00
UNE Zone 3:	\$45.00
UNE Zone 4:	\$41.00
New Service Connection Fee, one-time charge, per line [#]	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	\$0.070
Call completion through PVA per minute:	\$0.070

C. Member to Member Service is included at no charge.

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.9 Business Simplicity Service

(N)

A. Outbound Service

Primary Line, per month	\$59.99
Additional Lines, per month:	\$49.99
New Service Connection Fee, one-time charge, per line'	
Per primary Line:	\$49.99
Per Secondary Line:	\$49.99

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate: **\$4.95**

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

(N)

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.9 Business Simplicity Service, (Cont'd.)

(N)

C. Toll Free Service

Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.049
Monthly Recurring Charge, Per toll free access line:	\$3.00
Toll Free Service Installation *	\$20.00
Vanity Toll Free Number Search:	\$9.99

D. Travel Card Service

Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.049
------------------	----------------

*The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

(N)

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SECTION 5.0 - RATES, CONT'D.

5.2 Z-Line Business Plus Service

5.2.1 Local Exchange Service

A. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	SBC	Century Telephone
Monthly Rate:	\$29.00	\$48.00
Service Connection Fee, one-time charge per line		
Per Line:	\$49.99	\$49.99

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, (T) receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

B. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

	SBC	Century Telephone
Monthly Recurring Charge Per Feature:	\$3.00	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00	\$9.00

Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

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SECTION 5.0 - RATES, CONT'D.

5.2 Z-Line Business Plus Service

5.2.2 Z-Line Business Plus Toll Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.3 Z-Line Business Plus Toll Free Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.4 Travel Card Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

5.2.5 Business Network Service

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

(N)

(N)

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SECTION 5.0 - RATES, CONT'D.**5.2 Z-Line Business Plus Service****5.2.6 Remote Call Forwarding (RCF) Service****A. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.2 of this tariff).

B. Monthly Recurring Charge

	<u>SBC</u>	<u>Century</u> <u>Telephone</u>	(N)
Per line:	\$15.00	\$15.00	(N)

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SECTION 5.0 - RATES, CONT'D.**5.3 Stand Alone Local Exchange Service**

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Stand Alone Service:	<u>Per Month</u>
Primary Line	\$32.49

Service Connection Fee, one-time charge per line:		
Primary Line	\$69.99	(T)

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* Material now appearing on this page previously found on Original Page 1.1, Section 5.

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SECTION 5.0 - RATES, CONT'D.

5.4 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

Service Order Charges		
Primary Service Connection Charge	*	*
Secondary Service Correction Charge	*	*
Transfer of Service Charge, Primary Line	\$69.99	\$49.99
Transfer of Service Charge, Secondary Line	\$55.00	\$49.99
Technician Dispatch Charge	\$69.99	\$200.00
Service Order Charge	N/A	\$9.99
Toll Free Directory Listing	N/A	\$10.00
Missed Appointment Charge	N/A	\$100.00
Charge Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Home Edition Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

* Service Correction charges are listed with the rates for each specific service tariffed.

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SECTION 5.0 - RATES, CONT'D.

5.4 Service Order and Change Charges, (Cont'd.)

5.4.1 Reserved For Future Use

5.5 Restoration of Service

	<u>Residence</u>	<u>Business</u>
Per occasion:	\$35.00 (I)	\$49.99

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SECTION 5.0 - RATES, CONT'D.**5.6 Optional Calling Features****A. Rates**

FEATURE	Residential Charge	Maximum Monthly Charge	Business Charge	Maximum Monthly Charge	
Call Tracing - per use	\$6.00	n/a	\$6.00	n/a	
Auto Redial, (*66) - per use	\$0.75	\$6.00	\$0.75	\$6.00	
Three-Way Calling	\$0.75	\$6.00	\$0.75	\$6.00	
Call Return, (*69) - per use	\$0.75	\$6.00	\$0.75	\$6.00	
Calling Number Delivery Blocking, Per Line	No Charge	No Charge	No Charge	No Charge	
Calling Number Delivery Blocking, Per Call	No Charge	No Charge	No Charge	No Charge	
	Per Month	N/A	Per Month	N/A	(N)
Call Blocking	\$3.00	N/A	\$3.00	N/A	
VIP Alert	\$3.00	N/A	\$3.00	N/A	(N)

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SECTION 5.0 - RATES, CONT'D.

5.7 Directory Assistance Services

5.7.1 Directory Assistance

A. Rates

A maximum of two requests will be allowed per call. Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator including requests for listings that are non-published, non-listed or not found.

	Per query charge		(N)
	Residential	Business	
Basic Directory Assistance			
Direct dialed	\$0.99 (I)	\$0.51	
Billed to third number, special billing number or Calling Card			
Initial query	\$1.04	\$1.04	
Additional query	\$0.51	\$0.51	
National Directory Assistance			
Sent-Paid	\$1.25 (I)	\$1.02	
Alternately Billed	\$1.25 (I)	\$1.10	
PVA - Directory Assistance	\$0.43	\$0.43	

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SECTION 5.0 - RATES, CONT'D.

5.7 Directory Assistance Services, Cont'd.

5.7.2 Directory Assistance Call Completion

A. Rates

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

Rate Per Call:

Per Call Basis

\$0.30

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SECTION 5.0 - RATES, CONT'D.**5.8 Local Operator Service**

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

5.8.1 Local and IntraLATA Per Call Service Charges:

	<u>Rate per call</u>
Calling Card	
Non-Automated	\$1.15
Semi-Automated	\$0.70
Fully-Automated	\$0.35
Collect	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Billed to a Third Number	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Person-to-person	
Non-Automated	\$2.55
Semi-Automated	\$2.15

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SECTION 5.0 - RATES, CONT'D.

5.9 Busy Line Verification and Line Interrupt Service

5.9.1 Rates

	<u>Per call</u>	
Busy Line Verification, per request	\$2.25	(I)
Emergency Interruption	\$3.00	(I/T)

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SECTION 5.0 - RATES, CONT'D.**5.10 Directory Listing Service****5.10.1 Rates and Charges**

	<u>Monthly Rate</u>	<u>Service & Equipment Charge</u>
Primary Listings	\$0.00	\$0.00
Additional Listings		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Alternate Listings		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Extra Lines		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Nonlisted Service	\$1.29	\$6.00
Nonpublished Service	\$1.72	\$6.00

For non-recurring charges associated with a customer-initiated change in a directory listing,
see Section 5.4 of this tariff.

(N)
(N)

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SECTION 5.0 - RATES, CONT'D.**5.11 Toll Restriction****5.11.1 Rates**

	<u>Business</u>	<u>Residence</u>
Monthly Rate	\$20.00	\$3.00
Nonrecurring Charge	\$ 5.50	\$4.75
Installation when adding to an existing line	\$ 2.75	\$2.75

5.12 900 Call Restriction**5.12.1 Rates**

Residence	No Charge
Business	\$18.25 Nonrecurring Charge

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SECTION 5.0 - RATES, CONT'D.

5.13 Carrier Presubscription

5.13.1 Presubscription Charges

A. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port: \$5.00

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mol0002

SECTION 5.0 - RATES, CONT'D.**5.14 Intercept Referral Service****5.14.1 Rates and Charges**

The charges shown below are Nonrecurring. No other charges apply except for those listed in this Section. Referral service is available until the expiration of the Directory.

Basic Intercept Referral Service

No charge

Special Intercept Referral Service

	<u>Up to 90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
Location Intercept Referral	\$48.00	\$96.00	\$144.00
Multiple Intercept Referral			
Fully Automated	\$66.00	\$132.00	\$198.00
Operator Handled	\$108.00	\$216.00	\$324.00
Name Intercept	\$48.00	\$96.00	\$144.00

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SECTION 5.0 - RATES, CONT'D.

5.14 Intercept Referral Service, (Cont'd.)

5.14.1 Reserved For Future Use

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5.15 Public Telephone Surcharge

	Residential	Business	(N)
Rate Per Call	\$0.47 (1)	\$0.30	

5.16 Z-Tel Referral Program

Referral Credit	\$20.00
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