

No Supplement to this
tariff will be issued
except for the purpose
of canceling this tariff.

General Exchange Tariff
Section 17
7th Revised Sheet 12.01
Replacing 6th Revised Sheet 12.01

RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

17.6 PAYMENTS FOR SERVICE

17.6.1 Payment for Service

A. Residence Service

The customer is responsible for payment of all charges for services furnished the customer, authorized users, and any other charges for which the customer has agreed to be responsible, including but not limited to charges for services originated or charges accepted at the customer's telephone for exchange service; intrastate or interstate long distance service charges billed by the Telephone Company; any FCC-approved end user charge; any charges transferred to the customer's account from terminated accounts billed to the same customer; and any charges pursuant to Paragraph 17.4., preceding, where the customer has executed a Contract of Guaranty. A customer shall have at least 21 days from the rendition of a bill to pay the charges stated.

(CT)

A Late Payment Charge of \$1.60 will be applied to accounts which have charges greater than \$5.00 carried over to the next monthly bill. When the balance carried over is in dispute, the Late Payment Charge may be applied and adjusted later, if appropriate, based on the resolution of the claim.

(AT)

If the customer notifies the Company before the next bill is generated, the Company will exempt the disputed portion of the bill from the Late Payment Charge until the claim is resolved. If the claim is resolved in favor of the Company, the Late Payment Charge will be applied if appropriate.

(AT)

Upon nonpayment of any undisputed, delinquent charge due the Telephone Company, the Telephone Company may, after a written notice has been furnished to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.¹ This written notice shall be sent or delivered to the customer at least ten (10) days prior to the date of the proposed discontinuance. Basic local telecommunications service may not be discontinued for customer non-payment of a delinquent charge for other than basic local telecommunications services. Basic local telecommunications service shall not be discontinued on a day when the offices of the Telephone Company are not available to facilitate reconnection of service or on a day immediately preceding such day.

(MT)

(MT)

- (1) Pursuant to paragraph 390 of the FCC's Final Report and Order in Case No. CC 96-45, a Lifeline customer's local service shall not be disconnected for non-payment of toll charges.

Issued: February 7, 2003

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By CINDY BRINKLEY, President-Missouri
Southwestern Bell Telephone, L.P., d/b/a Southwestern Bell Telephone Company
St. Louis, Missouri

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General Exchange Tariff
Section 17
2nd Revised Sheet 12.02
Replacing 1st Revised Sheet 12.02

RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

(AT) 17.6 PAYMENTS FOR SERVICE (cont'd)

(AT) 17.6.1 Payment for Service (cont'd)

(CT) A. Residence Service (cont'd)

(MT) The Company may place global toll blocking and eliminate any optional, non-basic calling
| features and functions for customer nonpayment of delinquent charges for other than basic
(MT) local telecommunications service.

At least 24 hours preceding a discontinuance, the Telephone Company shall make reasonable efforts to contact the customer to advise him of the proposed discontinuance and what steps must be taken to avoid it.

The Telephone Company shall postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity. Any applicant or one for whom an application is made, owing the Telephone Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid for such service before any additional service will be furnished.

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St. Louis, Missouri

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General Exchange Tariff
Section 17
4th Revised Sheet 13
Replacing 3rd Revised Sheet 13

RULES AND REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

(AT) 17.6 PAYMENTS FOR SERVICE (cont'd)

(AT) 17.6.1 Payment for Service (cont'd)

B. Business Service

The customer is responsible for payment of all charges for services furnished the customer, authorized users, and any other charges for which the customer has agreed to be responsible, including but not limited to charges for services originated or charges accepted at the customer's telephone for exchange service; intrastate or interstate long distance service charges billed by the Telephone Company; any FCC-approved end user charge; any charges transferred to the customer's account from terminated accounts billed to the same customer; and any charges pursuant to Paragraph 17.4., preceding, where the customer has executed a Contract of Guaranty. A customer shall have at least 10 days from the rendition of a bill to pay the charges.

(CT) A Late Payment Charge of one and one half percent (1.5%) will be applied to all charges carried over to the next monthly bill. The Late Payment Charge may be applied to any disputed amount and will be adjusted if the claim is settled in the customer's favor.

(AT) Where possible, the Company will exempt the disputed portion of the bill from the Late
Payment Charge until the claim is resolved. If the claim is resolved in favor of the Company,
(AT) the Late Payment Charge will be applied if appropriate.

The State of Missouri and its State agencies are exempted from the late payment charge unless or until §34.055 RSMo (1994) is revised to authorize telecommunications utilities to impose late penalties if the State does not pay for goods or services within 30 days.

Upon non-payment of any sum due the Telephone Company, the Telephone Company may, after a written notice has been furnished to the customer, without incurring any liability, forthwith discontinue the furnishing of service. This written notice shall be sent or delivered to the customer at least five days prior to the date of the discontinuance. If, in the judgment of the Telephone Company, unusual risk of financial loss exists, service may be suspended after 48 hours' written notice has been furnished to the customer.

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