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May 1, 2000

FILED<sup>2</sup>

MAY 01 2000

Missouri Public  
Service Commission

Mr. Dale Hardy Roberts  
Executive Secretary-Chief Regulatory Law Judge  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102-0360

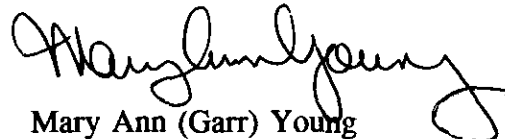
RE: Case No. TA-2000-396  
Reitz Rentals, Inc. d/b/a SouthWest Teleconnect's Initial Basic Local Service Tariff

Dear Mr. Roberts:

Enclosed please find an original and six copies of the **initial Basic Local Service Tariff** of Reitz Rentals, Inc. d/b/a SouthWest Teleconnect (SouthWest TeleConnect), and an original and eight copies of a **Notice and Disclosure** for filing with the Commission.

Thank you for your assistance in processing this filing. Copies are being served on the Office of Public Counsel, the General Counsel and counsel for Southwestern Bell Telephone Company and Sprint Missouri, Inc. If there are any questions, please call me at 634-8109.

Sincerely,



Mary Ann (Garr) Young

Enclosure

cc: William K. Haas, General Counsel's Office  
MiMi McDonald, SWBT  
Linda Gardner, Sprint Missouri, Inc.  
Michael Dandino, Office of Public Counsel  
Jaqualin Peterson, Shaw Pittman

200001001

TELECOMMUNICATIONS SERVICES

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Schedule of Rates, Rules, and Regulations  
Governing Resale of Basic Local Service  
Provided in the State of Missouri

OFFERED BY

**REITZ RENTALS, INC. d/b/a SOUTHWEST TELECONNECT**

Applying generally to its authorized territories within the State of Missouri

REITZ RENTALS, INC.  
d/b/a SOUTHWEST TELECONNECT  
is a  
Competitive Telecommunications Company  
Under the Revised Statutes of Missouri

This Tariff sets forth the services offerings, rates, terms and conditions applicable to the furnishing of intrastate basic local communications services by Reitz Rentals, Inc. d/b/a SouthWest TeleConnect, hereinafter, "Carrier" or the "Company") with principal offices at 7000 Cameron Rd., Suite 200, Austin, Texas 78752-2828.

This Tariff applies to services furnished in the State of Missouri.

This Tariff is on file with the Missouri Public Service Commission (the "Commission"), and copies can be inspected, during normal business hours, at the Company's principal place of business.

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Issued: May 1, 2000

Kimberly Reitz, President  
Reitz Rentals, Inc.  
d/b/a SouthWest TeleConnect  
7000 Cameron Rd., Suite 200  
Austin, Texas 78752-2828

Effective: June 15, 2000

TELECOMMUNICATIONS SERVICES

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WAIVER OF RULES AND REGULATIONS

Pursuant to Order of the Missouri Public Service Commission, the following statutory provisions and Commission rules have been waived with respect to the Company's provision of basic local exchange telecommunications services as set forth herein:

Statutes

392.210.2	-	Uniform system of accounts.
392.270	-	Property valuation.
- 392.280	-	Depreciation rates.
392.290.1	-	Issuance of stock and bonds.
392.300.2	-	Acquisition of stock.
392.310	-	Issuance of stock and bonds.
392.320	-	Stock dividends.
392.330	-	Issuance of securities, debt, and notes.
392.340	-	Reorganization.

Commission Rules

4 CSR 240 - 10.020	-	Income on depreciation fund investments.
4 CSR 240 - 30.040	-	Uniform system of accounts.
4 CSR 240 - 35	-	Reporting of bypass and customer-specific arrangements.

## TELECOMMUNICATIONS SERVICES

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TELECOMMUNICATIONS SERVICES

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Tariff for the purpose indicated below:

- |   |   |  |
|---|---|--|
| C | - | To signify changed regulation.                                   |
| D | - | To signify discontinued rate or regulation.                      |
| I | - | To signify increased rate.                                       |
| M | - | To signify a move in location of text.                           |
| N | - | To signify new rate or regulation.                               |
| R | - | To signify reduced rate.   |
| S | - | To signify reissued matter.                                      |
| T | - | To signify a change in text but no change in rate or regulation. |

## TELECOMMUNICATIONS SERVICES

TARIFF FORMAT SHEET

- A. Page Numbering - Page numbers appear in the upper-right corner of the sheet. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added, the page appears as a decimal. For example, a new sheet added between Sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Sheet 14 cancels the third revised Sheet 14. Because of deferrals, notice periods, etc., the most current page number on file with the Commission is not always the Tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
  - 2.1.1.A.1.(a).I.(i)(1)

TELECOMMUNICATIONS SERVICES

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SECTION 1 - DEFINITIONS

Certain terms used generally throughout this Tariff are defined below.

Authorized User: A person that either is authorized by Customer to use local exchange telephone service at Customer's residence or other location, or is placed in a position by Customer, either through acts or omissions, to use local exchange telephone service.

Company: Reitz Rentals, Inc. d/b/a SouthWest TeleConnect, a Texas corporation, which is the issuer of this Tariff.

Customer: The person or entity which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Incumbent Local Exchange Carrier (ILEC): Local exchange carriers that are providing telephone exchange service in an area on the date of the enactment of the Telecommunications Act of 1996 and that are deemed to be members of the exchange carrier association.

Local Exchange Carrier: A company which furnishes exchange telephone service.

TELECOMMUNICATIONS SERVICES

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SECTION 2 - REGULATIONS2.1 Undertaking of the Company2.1.1 Scope

The Company undertakes to furnish residential local telecommunications services within the State of Missouri under the terms of this Tariff as a reseller. Service is available 24 hours a day, seven days a week.

The Company is responsible under this Tariff only for the services and facilities provided herein. Should Customers use such services and facilities to obtain access to services offered by other providers, the Company assumes no responsibility for such other service.

2.1.2 Shortage of Equipment or Facilities

The furnishing of service under this Tariff is subject to availability on a continuing basis of all necessary equipment or facilities from other telecommunications providers to the Company for resale.

2.1.3 Terms and Conditions

2.1.3.A This Tariff shall be interpreted and governed by the laws of the State of Missouri.

2.1.3.B Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

2.1.3.C Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.3.D Service may not be used for any unlawful purpose.

2.1.3.E Neither the Company nor Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.



TELECOMMUNICATIONS SERVICES

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2.2 Liability of the Company

- 2.2.1 The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.2.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Tariff. With respect to any other claim or suit, by a Customer or by others, for damages associated with the provision of any service offered under this Tariff, the Company's liability, if any, shall be limited as provided herein.
- 2.2.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- 2.2.4 The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
- 2.2.5 The Company shall not be liable for any damages or losses due to the fault or negligence of, or any omission by, Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.2.6 The Company shall be indemnified, defended, and held harmless by Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this Tariff, including:
- 2.2.6.A claims for defamation libel, slander, invasion of privacy, infringement of copyright, unauthorized use of trademark, trade name, or service mark, unfair competition; interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content, revealed to, transmitted, processed, handled, or used by the Company under this Tariff;
  - 2.2.6.B all other claims arising out of any act or omission of Customer or others, in connection with any service provided by the Company pursuant to this Tariff.

TELECOMMUNICATIONS SERVICES

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2.2 Liability of the Company (Cont'd)

- 2.2.7 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.2.8 Company shall not be liable for any damages, including usage charges, that Customer may incur as a result of the unauthorized use of its Authorization Code(s) by others. The unauthorized use of Customer Authorization Code(s) includes, but is not limited to, the placement of calls using Customer's Authorization Code(s) without the authorization of the Customer. Customer shall be fully liable for all such usage charges.
- 2.2.9 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- 2.2.10 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
- 2.2.11 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.3 Discontinuance or Interruption of Service by Company

- 2.3.1 Service may be discontinued for any of the following reasons:
- 2.3.1.A nonpayment of an undisputed delinquent charge;
  - 2.3.1.B unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
  - 2.3.1.C failure to substantially comply with terms of a settlement agreement;
  - 2.3.1.D refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment;
  - 2.3.1.E material misrepresentation of identity in obtaining telephone utility service;
  - 2.3.1.F as approved by federal or state law.

TELECOMMUNICATIONS SERVICES

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2.3 Discontinuance or Interruption of Service by Company (Cont'd)

- 2.3.2 Service may not be discontinued by the Company for failure to pay charges not subject to Missouri Public Service Commission's jurisdiction unless specifically authorized in this Tariff.
- 2.3.3 Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.
- 2.3.4 Customers shall have 21 days from the rendition of a bill (invoice date) to pay the charges stated.
- 2.3.5 Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least five days prior to the date of the proposed discontinuance.
- 2.3.6 At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise of the proposed discontinuance and what steps must be taken to avoid it.
- 2.3.7 Notice of Discontinuance shall contain the following information:
  - 2.3.7.A the name, address, and telephone number of the Customer;
  - 2.3.7.B a statement of the reason for the proposed discontinuance and the cost for reconnection;
  - 2.3.7.C the date after which service will be discontinued unless appropriate action is taken;
  - 2.3.7.D how a customer may avoid the discontinuance;
  - 2.3.7.E the customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full;
  - 2.3.7.F the telephone number where the customer may make an inquiry;
  - 2.3.7.G a statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and

TELECOMMUNICATIONS SERVICES

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2.3 Discontinuance or Interruption of Service by Company (Cont'd)

## 2.3.7 (Cont'd)

2.3.7.H a statement of the exception for medical emergency as follows:

**Residential Medical Emergency**

Company will 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 an emergency, shall, if requested, provide Company with reasonable evidence of such necessity.

2.4 Payment and Billing

- 2.4.1 Except as otherwise limited by regulation, Customer shall be responsible for payment of all charges, whether authorized or not, for any and all use of or access to Services provided to Customers, including without limitation any unauthorized, unlawful, or fraudulent use or access.
- 2.4.2 All amounts stated on each monthly invoice are due and payable as set out in Paragraph 2.4.1.
- 2.4.3 Customers may pay for Service by money order or cash at a Company authorized Agent location. Payments for Service mailed to the Company must be in the form of a money order or certified check. Credit card payments are accepted by the Company by telephone. Payment for reconnection of Service as provided in this Tariff may be made in any reasonable manner, including personal check. The Company may refuse payment by personal check if the Customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, excepting bank error. Except as otherwise provided above, personal checks will not be accepted as a form of payment.

TELECOMMUNICATIONS SERVICES

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2.4 Payment and Billing (Cont'd)

- 2.4.4 Charges for Prepaid Service will be mailed to the Customer on a monthly (30 days) basis. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within twenty-one (21) days after the invoice date.
- 2.4.5 The Company issues bills on a monthly basis with bills received by the Customer on or about the same day each month.
- 2.4.6 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premises to another.
- 2.4.7 The Company sets forth the following on residential bills:
- 2.4.7.A the number of access lines for which charges are stated;
  - 2.4.7.B the beginning or ending dates of the billing period;
  - 2.4.7.C the date the bill becomes delinquent if not paid on time;
  - 2.4.7.D the unpaid balance (if any);
  - 2.4.7.E the amount for basic service and an itemization for the amount due for toll service, if applicable, including the date and duration of each toll call;
  - 2.4.7.F an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), and other surcharges as may be necessary and appropriate;
  - 2.4.7.G the total amount due; and
  - 2.4.7.H a telephone number where inquiries may be made.
- 2.4.8 During the first billing period in which a residential customer receives Service, the Company provides each Customer an insert or other written notice which contains an itemized account of the charges for the equipment and Service for which the Customer has contracted.

TELECOMMUNICATIONS SERVICES

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2.5 Taxes

The Customer is responsible for payment of any and all Federal, state or municipal taxes or surcharges, including without limitation franchise fees, excise taxes, sales taxes, or municipal utilities taxes. Taxes and surcharges for Prepaid Services will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in this Tariff. Charges and surcharges other than taxes will be submitted to the Commission for approval.

2.6 Deposits

Company does not require or collect deposits from Customers.

2.7 Returned Check Charge

Company will charge Customer a one-time fee of \$20.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

2.8 Restoration of Service

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

2.9 Customer Cancellation of Service

If the Customer cancels Service after ten (10) days passes from mailing (date of postmark) or delivery of the Customer Information Bulletin, the prepaid service charges, plus associated taxes, shall be pro-rated for the actual number of days during which Service has been provided with the non-used portion being refunded to the Customer.

## TELECOMMUNICATIONS SERVICES

SECTION 3 - LOCAL EXCHANGES3.1 Exchange Listings

This Tariff applies to the Company's resale of telecommunications services within the following Southwestern Bell Telephone Company, Sprint and GTE exchanges:

Adrian	Clever
Advance	Climax Springs
Agency	Creve Couer
Altenburg-Frohna	Deering
Antonia	Dekalb
Archie	Delta
Argyle	DeSoto
Armstrong	Dexter
Ash Grove	Downing
Beaufort	East Prairie
Bell City	East Independence
Belton	Edina
Benton	Eldon
Billings	Elsberry
Bismarck	Essex
Bloomfield	Eureka
Bloomsdale	Excelsior Springs
Blue Springs	Fair Grove
Bonne Terre	Farley
Boonville	Farmington
Bowling Green	Fayette
Bridgeton	Fenton
Brookfield	Ferguson
Camdenton	Festus-Crystal City
Campbell	Fisk
Cape Girardeau	Flat River
Cardwell	Florissant
Carl Junction	Frankford
Carrollton	Fredericktown
Carthage	Freeburg
Caruthersville	Fulton
Cedar Hill	Gideon
Center	Gladstone
Chaffee	Glasgow
Charleston	Grain Valley
Chesterfield	Gravois Mills
Chillicothe	Gray Summit

Issued: May 1, 2000

Kimberly Reitz, President  
Reitz Rentals, Inc.  
d/b/a SouthWest TeleConnect  
7000 Cameron Rd., Suite 200  
Austin, Texas 78752-2828

Effective: June 15, 2000

## TELECOMMUNICATIONS SERVICES

3.1 Exchange Listings (Cont'd)

Clarksville	Greenwood
Hannibal	Mehlville
Harvester	Meta
Hayti	Mexico
Herculaneum-Pevely	Moberly
Higbee	Monett
High Ridge	Montgomery City
Hillsboro	Morehouse
Holcomb	Nashua
Hornersville	Neosho
Imperial	Nevada
Independence	New Franklin
Jackson	New Madrid
Jasper	Nixa
Joplin	Oak Ridge
Kansas City Metropolitan	Oakville
Kennett	Old Appleton
Kirksville	Oran
Kirkwood	Overland
Knob Noster	Pacific
Ladue	Parkville
Lake Ozark-Osage Beach	Patton
Lamar	Paynesville
LaMonte	Perryville
Lancaster	Pierce City
Leadwood	Pocahontas-New Wells
Lee's Summit	Pond
Liberty	Popular Bluff
Lilbourn	Portage Des Sioux
Linn	Portageville
Lockwood	Puxico
Louisiana	Qulin
Macks Creek	Raytown
Malden	Republic
Manchester	Richmond
Marble Hill	Richwoods
Marceline	Risco
Marionville	Riverview
Marshall	Rogersville
Marston	Rushville
Maxville	St. Charles

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TELECOMMUNICATIONS SERVICES

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3.1 Exchange Listings (Cont'd)

St. Clair	Tiffany Springs
St. Joseph	Trenton
St. Louis Metropolitan	Tuscumbia
St. Marys	Union
Ste. Genevieve	Valley Park
San Antonio	Versailles
Sappington	Vienna
Scott City	Walnut Grove
Sedalia	Wardell
Senath	Ware
Sikeston	Washington
Slater	Webb City
Smithville	Webster Groves
South Kansas City	Wellsville
Spanish Lake	Westphalia
Springfield Metropolitan	Willard
Stanberry	Wyatt
Stafford	

TELECOMMUNICATIONS SERVICES

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SECTION 4 - SERVICE DESCRIPTIONS AND RATES4.1 Description of Service

The Company's Local Exchange Service enables Customer to:

- Place or receive calls to any calling Station in the local calling area, as defined herein;
- Access basic 911 Emergency Service if available in Customer's area;
- Where available, place or receive calls to toll free 8XX telephone numbers.

The Company's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976).

4.1.1 Basic Local Service

Basic Local Service is a service which is available for access by subscribers on a full time basis. Basic Local Service provides Customer with a single, voice-grade communications channel and access to unlimited local calls, "911" and/or "E 911" calls, if available in the Customer's area, and toll free (e.g. "800" or "888") calls.

Basic Local Service does not include any long distance service or other toll services. The following types of calls and services will be blocked by the Company through the ILEC's switch: interLATA, intraLATA, interstate, and international (e.g. "1+" or "0+"); collect calls; operator-assisted calls; directory assistance, third number billed calls; or any service that may be billed to Customer's telephone number (e.g. "900" and "976" calls).

4.1.2 Service Area

Where facilities are available, the Company's service area incorporates the geographic regions and exchanges currently served by incumbent local exchange carriers, including Southwestern Bell Telephone Company, Sprint and GTE.

4.1.3 Local Calling Area

Local calling areas will be identical to the local calling areas of the incumbent local exchange carriers from which the Company purchases services, as those local calls areas are defined in the tariffs of the incumbent local exchange carrier that have been filed with the Commission.

TELECOMMUNICATIONS SERVICES

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4.1 Local Exchange Service (Cont'd)4.1.4 Optional Features4.1.4.A Call Forwarding

Allows calls to automatically ring to another phone number selected or determined by the Customer.

4.1.4.B Call Waiting

Allows Customer to be notified of an incoming call while having a conversation with another party.

4.1.4.C Call Return

The subscriber may return the last call to the Customer's telephone number by dialing a one or two-digit code.

4.1.4.D Non-Published Number

Allows the Customer to keep its name, street address, and telephone number from being listed in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

4.1.4.E Caller ID

Allows 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 is displayed on the called CPE during the first long silent interval of the ringing cycle. Per-line blocking of CPN will be available, upon request and 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 or 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.

4.1.4.F Three-Way Calling

Allows the Customer to add a third party to a conversation.

TELECOMMUNICATIONS SERVICES

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4.1 Local Exchange Service (Cont'd)4.1.4 Optional Features (Cont'd)4.1.4.G Call Forwarding-Busy Line Don't Answer

Allows the Customer to automatically forward to a pre-programmed telephone number incoming calls that are not answered after a pre-determined number of rings.

4.1.4.H Call Trace

Allows Customers receiving annoying or anonymous calls to request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) 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 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 Company for further instructions. Activation of Call Trace never authorizes 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 telephone line.

4.1.5 Miscellaneous ChargesA. Service Restoration Fee

Charge for restoring service that has been suspended by the Company. The phone number of a Customer whose service has been suspended will be reserved for five days.

B. Reconnection Fee

Charge for reconnecting service that has been disconnected by the Company.

C. Transfer Fee

Charge for initiation of service subsequent to a customer location move.

## TELECOMMUNICATIONS SERVICES

4.2 Basic Local Service Rates and Charges4.2.1 One-Time Activation Fee

This fee will apply when Customer initiates service. This fee is refundable for ten (10) business days following the date on which the Customer Information Bulletin is postmarked. This fee includes the first month's Recurring Charges listed in Section 4.2.2 below.

One-Time Activation Fee \$67.00

4.2.2 Recurring Charges

Basis Local Monthly Service Charge \$39.00

4.2.3 Optional Features Rates and Charges

	<u>Monthly Fee</u>	<u>One Time Activation Fee</u>
Call Forwarding	\$ 5.00	\$10.00*
Call Waiting	\$ 5.00	\$10.00*
Call Return	\$ 5.00	\$10.00*
Non-Published Number	\$ 5.00	\$10.00*
Speed Dial	\$ 5.00	\$10.00*
Three-Way Calling	\$ 5.00	\$10.00*
Call Forwarding-Busy Line Don't Answer	\$ 5.00	\$10.00*
Caller ID	\$10.00	\$10.00
Caller ID/Call Waiting Package	\$ 9.95	\$10.00
Call Trace	\$9.00 per successful activation**	

\*Per request charge to add an optional feature or features subsequent to initiation of basic service.

\*\*No monthly fee or one time activation fee.

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4.2 Basic Local Service Rates and Charges4.2.4 Miscellaneous Charges

4.2.4.A The Basic Local Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

4.2.4.B Service Restoration Fee

\$25.00

4.2.4.C Service Reconnection Fee

\$20.00

4.2.4.D Transfer Fee

\$60.00

For customers that have subscribed to the Company's services for six (6) months or more, the Transfer Fee is reduced to \$30.00.

4.3 Directory Listings

The Company shall provide for a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number, termed the primary listing, in the telephone directory published by the dominant exchange service provider in Customer's exchange area.

4.3.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of Customer is not impaired thereby. Where more than one line is required to properly list Customer, no additional charge is made.

4.3.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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4.3 Directory Listings (Cont'd)

4.3.3 In order for listings to appear in an upcoming directory, Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

4.3.4 Directory listings are provided in connection with each Customer service as specified herein.

4.3.5 Non-Recurring Charges

Non-Recurring Charges associated with Directory Listings are as follows:

Non-Recurring

Primary Listing (one number)	N/C
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4.3.6 Recurring Charges

Monthly Recurring Charges associated with Directory Listings are as follows:

Monthly

Primary Listing (one number)	N/C
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TELECOMMUNICATIONS SERVICES

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**4.4     Emergency Services (Enhanced 911)**

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 (E-911) has the ability to selectively route an emergency call to the primary E-911 provider so that it reaches the correct emergency service located closest to the caller. In addition, Customer's address and telephone information will be provided to the primary E-911 provider for display at the Public Service Answering Point (PSAP).

4.4.1     The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 Service Provider) with accurate 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 pursuant to this Tariff.

4.4.2     The Company will collect 911 and E-911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to §190.310 RSMo.

4.4.3     The Company undertakes no responsibility to inspect or to monitor 911 and E-911 Service facilities to discover errors, defects or malfunction in the emergency services.

4.4.4     By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

**4.5     Promotional Offerings**

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Promotional offerings are subject prior notification to and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion, specifying the terms of the promotion, the location and dates of the promotion.



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4.6 Customer Information Bulletin

Upon receipt of the Service Order, the Company or its agents will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR  
REVIEW BEFORE SERVICE CONNECTION**

**Rights and Responsibilities of Missouri Residential Telephone Customers**

- This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

Your Telephone Bill

You will receive a telephone bill from us each month. SouthWest TeleConnect provides basic local exchange prepaid services. The Company does not require a deposit for service. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within 21 days of the invoice date. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to SouthWest TeleConnect or made at one of our Agent locations. Payment for service may be made by Money Order or cash at an authorized Agent location. Payments for service mailed to SouthWest TeleConnect must be in the form of a Money Order or Certified Check. Credit card payments are accepted by SouthWest TeleConnect by telephone only. If you are temporarily having difficulty paying your telephone bill, please call SouthWest TeleConnect at the Company's toll-free number 800-550-7540 between 7:30 AM and 6:00 PM Central Time, Monday through Friday, and 7:30 AM and 12:00 PM Central Time, Saturday. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent or delivered to you at least five days prior to the date of the proposed discontinuance.

TELECOMMUNICATIONS SERVICES

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Disconnection or Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If you do not resolve the reason for disconnection or suspension, your service may first be suspended. If service is suspended, your telephone number is reserved for five days, and can be reconnected within that time for a restoration charge of \$25.00 as described in the "Reconnection of Service" section of this Information Bulletin. If the reason for suspension has not been resolved within the 5-day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a \$20.00 Service Reconnection Charge under the "Reconnection Of Service" section of this Information Bulletin.

Your service may be disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, SouthWest TeleConnect will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due.

Reconnection of Service

After local telephone service has been disconnected or suspended, SouthWest TeleConnect will reconnect your service when the reason for disconnection or suspension has been remedied.

Before reconnecting or restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by SouthWest TeleConnect or its authorized Agent.
2. The Service Reconnection Fee of \$20.00 must be paid again if your service has been disconnected.
3. The Service Restoration fee of \$25.00 must be paid if your service has been suspended.

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Procedures for Handling Inquiries and Complaints

Telephone inquiries may be made directly calling SouthWest TeleConnect at the Company's toll-free number 800-550-7540 between 7:30 AM and 6:30 PM Central Time, Monday through Friday, and 7:30 AM and 12:00 PM Central Time, Saturday. Written inquiries may also be directed to:

SouthWest TeleConnect  
P.O. Box 14687  
Austin, Texas 78761-4687

Filing a Complaint with the Missouri Public Service Commission

If SouthWest TeleConnect cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, 5th Floor, Jefferson City, Missouri 65101, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

Rates for Service

The following are the rates for the services available from SouthWest TeleConnect. These rates are published in Section 4 of the Company's approved tariffs which are available for your review upon request:

Basic Local Service Rates and ChargesOne-Time Activation Fee

This fee will apply when Customer initiates service. This fee is refundable for ten (10) business days following the date on which the Customer Information Bulletin is postmarked. This fee includes the first month's Recurring Charges listed below.

One-Time Activation Fee	\$67.00
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Recurring Charges

Basic Local Monthly Service Charge	\$39.00
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Basic Local Service Rates and Charges (Cont'd)Optional Features Rates and Charges

	<u>Monthly Fee</u>	<u>One Time Activation Fee</u>
Call Forwarding	\$ 5.00	\$10.00*
Call Waiting	\$ 5.00	\$10.00*
Call Return	\$ 5.00	\$10.00*
Non-Published Number	\$ 5.00	\$10.00*
Speed Dial	\$ 5.00	\$10.00*
Three-Way Calling	\$ 5.00	\$10.00*
Call Forwarding-Busy		
Line Don't Answer	\$ 5.00	\$10.00*
Caller ID	\$10.00	\$10.00
Caller ID/Call Waiting Package	\$ 9.95	\$10.00
Call Trace	\$ 9.00 per successful activation**	

\*Per request charge to add an optional feature or features subsequent to initiation of basic service.

\*\*No monthly fee or one time activation fee.

Miscellaneous Charges

The Basic Local Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

Service Restoration Fee

\$25.00

Service Reconnection Fee

\$20.00

Transfer Fee

\$60.00

Issued: May 1, 2000

Kimberly Reitz, President  
Reitz Rentals, Inc.  
d/b/a SouthWest TeleConnect  
7000 Cameron Rd., Suite 200  
Austin, Texas 78752-2828

Effective: June 15, 2000

TELECOMMUNICATIONS SERVICES

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For customers that have subscribed to the Company's services for six (6) months or more, the Transfer Fee is reduced to \$30.00.

**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

SouthWest TeleConnect DOES NOT provide operator services or access to directory assistance.

**TOLL SERVICES ARE BLOCKED**

You are ordering Prepaid Service from SouthWest TeleConnect. Prepaid Service is a prepaid, switched, intrastate, telecommunications service which permits Customers to establish communications between two locations within the State of Missouri that are within the exchanges (the Local Calling Area) in which SouthWest TeleConnect is authorized to offer and provide service.

Prepaid Service provides you with a single, voice-grade communications channel, including a telephone number and a Directory Listing. Prepaid Service permits you to:

- (i) place calls within the Local Calling Area;
- (ii) access 911 Service if available in your Local Calling Area;
- (iii) place calls to toll-free "800" or "888" telephone numbers.

**Prepaid Service does not permit you to originate calls to direct dial (1+) or (0+) toll services; to caller-paid information services (e.g., "900", "976", "711"); or to (0-) access or services. Calls to telephone numbers used for toll services and caller-paid information services will be blocked by the Company.**

**REFUND OF PROCESSING FEE AND FIRST MONTH'S CHARGES**

**The Processing Fee and First Month's Prepaid Service Charges you paid at the time you signed-up for service can be refunded to you if you cancel service anytime within 10 business days after signing-up for service.**

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