



November 29, 2000

**VIA FEDERAL EXPRESS**

Mr. Dale Roberts  
Executive Secretary  
Missouri Public Service Commission  
The Truman State Office Building  
301 West High Street  
Jefferson City, Missouri 65101

RE: Navigator Telecommunications, LLC  
Tariff No. 200100491  
Case No. TA-2000-243

**FILED<sup>2</sup>**  
NOV 30 2000  
Missouri Public  
Service Commission

Dear Mr. Roberts:

Per the instructions of the staff, I am forwarding to you the original and six (6) copies of the corrected pages listed below:

Section 2 Page 15  
Section 2 Page 17  
Section 3 Page 4  
Section 3 Page 6

Section 5 Page 3  
Section 5 Page 4  
Section 5 Page 5  
Section 5 Page 6

I am also requesting an extension for staff on the above-named tariff until December 15, 2000.

If you have any questions, please contact me at (512) 343-2544.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jarrod Harper".

Jarrod Harper  
Authorized Representative  
Navigator Telecommunications, LLC

JH/pjf

Enclosures

200100491

ACCESS SERVICE

2. GENERAL REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Billing and Collection Charges (Cont'd)

2.4.2.7 If any portion of the customer's payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due the Company. The late payment penalty shall be the portion of the payment not received by the due date, multiplied by a late factor. The late factor shall be the lesser of:

- (a) The highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date the customer actually makes the payment to the Company; or
- (b) \$0.000292 per day, compounded daily for the number of days from the payment date to and including the date the customer actually makes payment to the Company.
- (c) Late payment penalty charges will apply to amounts withheld pending settlement of the dispute, when the billing dispute is resolved in favor of the Company. Late payment charges are calculated as set forth in (a) or (b) preceding except that when the customer disputes the bill on or before the payment date and pays the undisputed amount on or before the payment date, the penalty interest period shall not begin until 10 days following the payment date.

2.4.2.8 In addition to other penalties or fees, the customer will be assessed a charge of Twenty (\$20) for each check submitted by the customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.

2.4.2.9 If Service is disconnected by the Company in accordance with Section 2.5.6 following, and later restored, restoration of Service will be subject a reconnection or reestablishment charge of \$15.00.

2.4.3 Advance Payments

To safeguard its interests, the Company may require a customer to make an advance payment before services and facilities are furnished.

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Effective: December 11, 2000

Louis F. McAlister, President  
Navigator Telecommunications, LLC  
8525 Riverwood Park Dr.  
North Little Rock, AR 72113-3860

ACCESS SERVICE

2. GENERAL REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.4 Jurisdictional Reporting Requirements (Cont'd)

2.4.5 Deposits

- 2.4.5.1 To safeguard its interests, the Company may require a customer to make a deposit to be held as a guarantee for the payment of charges. A deposit may be requested prior to providing Service(s) or at any time after the provision of a service to the customer. A deposit does not relieve the customer of the responsibility for the prompt payment of bills as provided for in this tariff. The deposit will not exceed an amount equal to one month of service.
- 2.4.5.2 A deposit may be required in addition to an advance payment.
- 2.4.5.3 When a Service or facility is discontinued, the amount of a deposit, if any, will be applied to the customer's account and any credit balance remaining will be refunded. Before the Service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the customer's account.
- 2.4.5.4 Interest on deposits will be due the customer at the same percentage rate as set forth in 2.4.2.7(a) or 2.4.2.7(b) preceding, whichever is lower.
- 2.4.5.5 Such a deposit will be refunded or credited to the customer's account after a one year, prompt-payment record is established.

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**ACCESS SERVICE**

**3. ACCESS ORDERING (Cont'd)**

**3.2 Ordering Requirements (Cont'd)**

**3.2.5 Miscellaneous Services**

3.2.5.1 Miscellaneous Services may include, but are not limited to testing, special facilities routing, and additional labor. These items may be ordered initially or may subsequently be added to a pending order at any time up to and including the service date for the Access Service. When a Service date change results from ordering these Miscellaneous Services, the appropriate Service Date Change and/or Design Change charge will apply.

3.2.5.2 When the Company determines that Additional Engineering is necessary to accommodate a customer request, the customer will be notified by the Company of the reason for, and amount of Additional Engineering. A firm order will only be established where the customer agrees to the Additional Engineering. The Company will assure that Additional Engineering charges do not exceed the estimate by more than 10 percent.

3.2.5.3 In any instance where an Access Order affects more than one communications company, the customer must also provide a copy of the order to the company(s) involved.

**3.3 Access Ordering Charges**

**3.3.1 Access Order Charge**

3.3.1.1 An Access Order Charge of \$15.00 is applied to all customer requests for new, additions, or changes and rearrangements to existing Switched Access Service except as follows:

- (1) When a Service Date Change Charge is applicable;
- (2) When a Design Change Charge is applicable;
- (3) When a change to a pending order does not result in the cancellation of the pending order and the issuance is a new order;
- (4) When a Miscellaneous Service Order Charge is applicable;
- (5) When a Pre-subscription Charge is applicable; or
- (6) When a Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.

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## ACCESS SERVICE

3. ACCESS ORDERING (Cont'd)

## 3.3 Access Ordering Charges (Cont'd)

## 3.3.5 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge of \$10.00 is for compensation of administrative expenses associated with issuing the order associated with the provision of Miscellaneous Services such as overtime repair, standby repair, testing, and other labor. The charge does not apply to Service(s) where a pending Service order exists, such as additional engineering, overtime installation, standby acceptance testing, testing with other companies with acceptance testing and additional cooperative acceptance testing.

## 3.3.6 Cancellation of Access Order Charge

3.3.6.1 A customer may cancel an Access Order for the installation of Service on any date prior to the Service date. The cancellation date is the date on which the Company receives written notice from the customer. When a customer cancels an Access Service Request, a Cancellation Charge will apply as follows:

- (1) Installation of Switched Access Service facilities is considered to have started when the Company incurs any cost in connection with provisioning the Service that otherwise would not have been incurred.
- (2) When installation of access facilities has been started prior to the cancellation, a charge equal to the lower of either the cost incurred in such installation, less net salvage, or the charges for a minimum period for the service will apply.
- (3) Any partial cancellation (e.g., cancellation in the number of trunks, channels ordered) will be treated as a cancellation and subject to applicable charges as stated in this Section.

Where the customer cancels an Access Service Request prior to the start of installation of access facilities and no costs have occurred, no charges shall apply.

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ACCESS SERVICE

5. MISCELLANEOUS ACCESS SERVICE (Cont'd)

5.2 Services Offered (Cont'd)

5.2.4 Testing

When the customer requests testing which is beyond that which is normally provided at Company locations in connection with Service(s) and at customer designated premises, additional charges will apply when accepted and approved by the customer. All testing of this type shall be subject to availability of the necessary qualified personnel and test equipment. A request for testing that is not consecutive with an employees scheduled work period is regarded as a call out. A minimum call out of four hours will apply.

5.2.5 Pre-subscription

Pre-subscription is the process by which an end user customer may select and designate to the Company an interexchange carrier (IC) for the provision of intrastate and interstate toll service. This IC is referred to as the end user's pre-designated IC. An end user customer may indicate a primary interexchange carrier or may elect to select an IC on a per call basis by dialing an access code to make toll calls. Customers that have pre-designated an IC may also dial an access code to direct calls to an alternative IC on a per-call basis. There are no initial charges associated with pre-subscription.

A customer may initiate a pre-subscription change at any time. The Company will maintain a listing of all available interexchange carriers and provide them on a random sequential basis to aid the customer in the selection process. The change of an IC is subject to the appropriate non-recurring charge.

If an IC requests a primary interexchange carrier (PIC) change on behalf of a billed party with the appropriate authorization and the customer advises the Company the authorization is denied and the IC is unable to substantiate the change, the customer will be reassigned to its previously selected IC if a change has already taken place and the IC that requested the change will be subject to an Unauthorized PIC Change Charge in addition to the normal PIC change charge.

5.2.6 Verification of Orders for Long Distance

IC's shall submit orders to the Company for PIC designations only in compliance with the rules of the Missouri Public Service Commission and the Federal Communications Commission. When Company personnel incur administrative costs associated with verification of orders for long distance, a Verification of Order for Long Distance charge of \$10.00 may apply.

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ACCESS SERVICE

5. MISCELLANEOUS ACCESS SERVICE (Cont'd)

5.2 Services Offered (Cont'd)

5.2.7 Maintenance of Service

The customer shall be responsible for payment of a Maintenance of Service charge when the Company dispatches personnel to the customer designated premises and trouble is found to be with customer facilities or equipment.

5.2.8 Specialized Service or Arrangements

Specialized Service or Arrangements may be provided by the Company at the request of the customer on an Individual Case Basis (ICB) if such services or arrangements meet the following:

- (1) The service(s) or arrangement(s) are not offered under other sections of the tariff, will be charged as ICB
- (2) The service(s) or arrangement(s) are a type normally used by the Company, the service(s) or arrangement(s) are compatible with other Company Service(s), facilities and engineering and maintenance practices, and
- (3) The offering is subject to availability of Company personnel and capital resources.

5.2.9 Blocking Service

5.2.9.1 [RESERVED FOR FUTURE USE]

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**ACCESS SERVICE**

**5. MISCELLANEOUS ACCESS SERVICE (Cont'd)**

**5.2 Services Offered (Cont'd)**

**5.2.9 Blocking Service (Cont'd)**

**5.2.9.2 900 Blocking Service**

The Company will provide 900 Blocking Service to customers who obtain local exchange service from the Company under its general or local exchange tariffs. This service is only provided at appropriately equipped end offices.

On each line or trunk for which 900 Blocking Service is ordered, the Company will block all direct dialed calls placed to a 900 number. When capable, the Company will route the blocked calls to a recorded message.

A Blocking Service charge as set forth in Section 7 following is applicable when ordered by the end user customer except when such customer establishes telephone service at a new number and for 30 days thereafter.

The Blocking Service charge is applied for each line, to which 900 Blocking Service is added to removed. Requests by end user customers to remove 900 Blocking Service must be in writing. This charge does not apply when blocking is removed from an exchange line at the same time that it is disconnected.

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ACCESS SERVICE

5. MISCELLANEOUS ACCESS SERVICE (Cont'd)

5.2 Services Offered (Cont'd)

5.2.10 Originating Line Screening (OLS) Service

The Telephone Company will provide OLS Service to end user customers who obtain local exchange service from the Company under its general or local exchange tariffs. OLS Service enables customers to determine whether there are billing restrictions on lines from which a call is placed. OLS Service delivers a code on operator-assisted calls made from an aggregator location to identify privately owned payphones, inmate and hotel/motel locations.

OLS Service is provided at no charge when ordered with the installation of new local exchange service. However, when OLS Service is added to existing exchange lines, an OLS Service charge is applied as set forth in Section 7. This charge is applied for each exchange line to which an OLS code is assigned. The customer must specify the number of lines and each individual telephone number equipped.

A Miscellaneous Service Order Charge as set forth in Section 7 will apply to orders adding OLS Service that are placed subsequent to the initial installation of the associated exchange line. This charge does not apply when the OLS code is removed from an exchange line at the same time that it is disconnected.

At the request of the customer, the Company will confirm OLS codes associated with a line from which a call is placed.

5.2.11 [RESERVED FOR FUTURE USE]

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