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Monica R. Borne EllenAnn G. Sands

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Missouri Public Service Commission

February 10, 2000

Mr. Dale Hardy Roberts Missouri Public Service Commission 301 West High Street, Suite 530 Jefferson City, MO 65101

RE: Enhanced Communications Group, L.L.C. Case No. TA 2000-421

Dear Mr. Roberts:

Enclosed please find an original and three (3) copies of amended original tariff sheets 3, 6, 9, 18, 22, 25 and 26 which have been amended per Staff request. These pages are submitted as replacement originals.

If you should have any questions regarding this submission, please do not hesitate to call.

Sincerely. Monica R. Borne

Enclosure cc: Tom Solt, MO PSC

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Enhanced Communications Group, L.L.C.

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Interexchange Service

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ISSUED: January 17, 2000 EFFECTIVE: March 7, 2000



Interexchange Service

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

1.1 <u>Definitions</u>:

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<u>Application for Service</u> - A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

<u>Authorized User</u> - A person, firm, corporation, or other entity authorized by the customer to receive or send communications.

<u>Cancellation of Order</u> - A customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

Carrier - Enhanced Communications Group, L.L.C., unless specifically stated otherwise.

Commission - The Missouri Public Service Commission.

Company - Enhanced Communications Group, L.L.C., also referred to as "Carrier."

<u>Completed Calls</u> - Completed calls are calls answered on the distance end. In the event a customer is charged for an incomplete call, the Company will issue a one minute credit to the customer upon request.

<u>Customer</u> - The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service from the telephone utility.

<u>Customer Provided Equipment</u> - Terminal equipment provided by a customer.

Day Rate Period - 8:00 a.m. through 4:59 p.m., Monday through Friday.

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SECTION 2 - RULES AND REGULATIONS

2.1 <u>Undertaking of Carrier</u>

Carrier provides long distance message toll telephone service to business and residential customers for their direct transmission of voice, data, and other types of telecommunications.

Communications originate when the customer accesses Carrier directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. Carrier may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis and are available twenty-four (24) hours per day, seven (7) days per week. The minimum service period is one month (30 days).

2.2 Limitations on Service

- 2.2.1 Carrier reserves the right to provide services only to and from locations where the necessary facilities and/or equipment are available.
- 2.2.2 Carrier reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.
- 2.2.3 Title to any equipment provided by Carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees.

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2.7.7 <u>Taxes and Surcharges</u>

All state and local taxes (i.e. sales tax and municipal tax) are listed as separate line items and are not included in the quoted rates. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

Additional surcharges and fees not subject to the Commission jurisdiction may appear on the Customer bill (i.e. Federal Universal Service Fund, Federal End User Common Line Charge). The Customer's bill may also contain charges that are pass through charges from another Company (i.e. collect calls, directory assistance, 900 calls). These charges will be assessed at the billing company's rates.

2.7.8 Application of Charges

The charge for service are those in effect for the period that service is furnished.

2.8 <u>Carrier Responsibility</u>

2.8.1 <u>Calculation of Credit Allowance</u>

Pursuant to limitations set forth herein, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. When a minimum usage charge is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues beyond two hours.
- C. Carrier will try its best to resolve any disputes properly brought to its attention. Unresolved disputes may be directed to the attention of the Missouri Public Service Commission.

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3.7 <u>Service Offerings</u>

The company provides the following services:

3.7.1 Message Toll Service (MTS)

Long distance dialing is achieved by customer's telephone lines being programmed by the local telephone company (LEC) to automatically route 1+ calls to the Company's network.

- 3.7.2 Inbound 800/888 Service
 - A. Inbound service is an inbound toll service which permits calls to be completed at the subscriber's location without charge to the calling party. Access is gained by dialing a ten digit telephone number which terminates at the customer's location. Inbound services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.
 - B. Carrier will accept a prospective customer's request for up to ten 800/888 numbers and will reserve such number(s) on a first come first serve basis. All requests for number reservations must be made in writing, dated and signed by a representative of the customer. Carrier does not guarantee availability of number(s). Requested number(s), if available, will be reserved for and furnished to the eligible customer.
 - C. If a customer receives an 800/888 number and does not subscribe to inbound service in 90 days, the company may assign the number to another customer.
 - D. The Company will participate in porting toll-free numbers only if the account balance is zero and all undisputed charges incurred as a result of the toll-free number have been paid.

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P.S.C. Mo. Tariff No. 1 Original Sheet 25

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4.2 <u>Switched Outbound Service Rates</u>

<u>Rate Plan</u>	Rate per minute	Usage Requirement
Option 1:	\$0.1100/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1050/minute	\$ 50 - \$ 74 per month
Option 3:	\$0.1000/minute	\$ 75 - \$ 99 per month
Option 4:	\$0.0950/minute	\$100 - \$149 per month
Option 5:	\$0.0900/minute	\$150 - \$199 per month
Option 6:	\$0.0850/minute	\$200 + per month

Billed in six second increments.

4.3 Switched Inbound Service Rates

<u>Rate Plan</u>	Rate per minute	Usage Requirement
Option 1:	\$0.1100/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1050/minute	\$ 50 - \$ 74 per month
Option 3:	\$0.1000/minute	\$ 75 - \$ 99 per month
Option 4:	\$0.0950/minute	\$100 - \$149 per month
Option 5:	\$0.0900/minute	\$150 - \$199 per month
Option 6:	\$0.0850/minute	\$200 + per month

Billed in six second increments.

4.4 <u>Travel Card Service Rates</u>

\$0.2500 per minute.Surcharge: See Section 4.9.Billed in six (6) second increments with a thirty (30) second minimum.

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4.5 Directory Assistance

\$0.85 per call.

4.6 Late Payment Penalty

Account payments not received within thirty (30) days from the date the bill was rendered will be charge a late payment charge one and one-half percent (1.5%).

4.7 Dishonored Check Charge

All customers issuing dishonored check(s) will be charged a fee of \$20.00 per check.

4.8 <u>Promotional Offerings</u>

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 7 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, and the beginning and ending dates of the promotional period.

4.9 Pay Telephone (Payphone) Surcharge

A \$0.24 surcharge shall be assessed for each call made from a pay telephone to an 800 number or using a travel card and dialing the carrier prefix in the form 101XXXX. Although collected on the customer's bill, this charge is reimbursed to pay telephone service provider.

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