NEWMAN, COMLEY & RUTH
PROFESSIONAL CORPORATION
ATTORNEYS AND COUNSELORS AT LAW
MONROE BLUFF EXECUTIVE CENTER
601 MONROE STREET, SUITE 301
P.O. BOX 537
JEFFERSON CITY, MISSOURI 65102-0537
www.ncrpc.com

ROBERT K. ANGSTEAD
MARK W. COMLEY
CATHLEEN A. MARTIN
STEPHEN G. NEWMAN
JOHN A. RUTH
J. MATTHEW SHELLENBERGAR
ALICIA EMBLEY TURNER

TELEPHONE: (573) 634-2266
FACSIMILE: (573) 636-3306

February 21, 2003

FILED[3]
FEB 21 2003
Missouri Public
Service Commission

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

Re: Better World Telecom, Inc.
Case No. YX-2003-1539

Dear Judge Roberts:

Please find enclosed for filing in the referenced matter the original and five copies of the following substitute tariff sheets:

Original Page 13
Original Page 14
Original Page 15

These sheets are being filed at the suggestion of Staff and should be substituted for their original counterparts, which were filed on February 11, 2003.

Please contact me if you have any questions regarding this filing. Thank you.

Very truly yours,

NEWMAN, COMLEY & RUTH P.C.

By: Mark W. Comley
Mark W. Comley
comleym@ncrpc.com

MWC:ab
Enclosure
cc: Office of Public Counsel
General Counsel's Office
James Kenefick
Harry Malone

SECTION 3 – REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

B. Customer bills are issued monthly. The Customer will receive its bill on or about the same day of each month. Months are presumed to have thirty (30) days. The billing date is dependent on the billing cycle assigned to the Customer.

C. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage and are billed monthly in arrears.

D. Bills are due and payable within twenty-one (21) days of the invoice date. Payment may be made by cash, check, money order, or cashier's check.

E. A late fee of 1.5% monthly or the amount authorized by law, whichever is lower, will be charged on any past due balances. The late fee amount will be assessed from the date payment was due.

F. A charge of $25.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.

G. If Customer fails to perform any of Customer's payment obligations set forth in this tariff, Customer shall pay any and all collection costs and expenses incurred by Company in enforcing or establishing its rights hereunder, including, without limitations, collection agency fees or payments, court costs, arbitration costs and actual attorney's fees.

SECTION 3 – REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.3 Billing Disputes

A. All bills are presumed accurate, and shall be absolutely binding on the Customer unless objection is received by Company within thirty (30) days after such bills are rendered. Billing disputes should be addressed to Company's customer service organization via telephone at (866) 567-2273, in writing at 11921 Freedom Drive, Suite 550, Reston, VA 20190, or via email at wecare@betterworldtelecom.com.

B. In the case of a billing dispute between the Customer and Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action within thirty (30) days of the billing date:

1. First, the Customer may request, and Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.

2. Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of Company, the Customer may file an appropriate complaint with the Missouri Public Service Commission. The Commission's address is:

Missouri Public Service Commission
200 Madison Street
Jefferson City, MO 65101

SECTION 3 – REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.4 Cancellation, Discontinuance or Interruption of Services

A. Cancellation

1. Customer may cancel service by providing notice to Company thirty (30) days prior to cancellation. Notice will be deemed received upon actual receipt by the Company.

2. Customer is responsible for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customer will continue to have Company usage until the Customer notifies its local exchange company and changes its long distance company.

3. Any non-recoverable cost of Company expenditures shall be borne by the Customer if the Customer orders service and then cancels the order before such service begins; or liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges.

B. Discontinuance

1. Without incurring liability, upon five (5) working days' (defined as any day on which the Company's business office is open and the U.S. Mail is delivered) written notice to the Customer, Company may immediately discontinue services to a Customer or may withhold the provision of order or contracted services:

a. For nonpayment of any sum due the Company for more than twenty-one (21) days after issuance of the bill for the amount due;

b. For violation of any provisions of this tariff;