

LIST OF WAIVERS

Level 3 Communications, LLC is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived pursuant to Sections 392.420, RSMo 1994:

Statutes

392.210.2	--	uniform system of accounts	
392.240.1		rates-rentals-service & physical connections	N
392.270	--	valuation of property (rate making)	
392.280	--	depreciation accounts	
392.290.1	--	issuance of securities	
392.300.2	--	acquisition of stock	
392.310	--	stock and debt issuance	
392.320	--	stock dividend payment	
392.340	--	reorganization(s)	
392.330, RSMo. Supp. 1997		- issuance of securities, debts and notes	

Commission Rules

4 CSR 240-10.020	--	depreciation fund income	N
4 CSR 240-30.010(2) (c)		posting of tariffs	
4 CSR 240-30.040	--	uniform system of accounts	
4 CSR 240-33.030		minimum charges	
4 CSR 240-35	--	reporting of bypass and customer-specific arrangements	

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- 392.210.2 -- uniform system of accounts
- 392.270 -- valuation of property (rate making)
- 392.280 -- depreciation accounts
- 392.290.1 -- issuance of securities
- 392.300.2 -- acquisition of stock
- 392.310 -- stock and debt issuance
- 392.320 -- stock dividend payment
- 392.340 -- reorganization(s)
- 392.330, RSMo. Supp. 1997 - issuance of securities, debts and notes

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Commission Rules

- 4 CSR 240-10.020 -- depreciation fund income
- 4 CSR 240-30.040 -- uniform system of accounts
- 4 CSR 240-35 -- reporting of bypass and customer-specific arrangements

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**SECTION 2 - UNDERTAKING OF THE COMPANY (CONT'D)**

matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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2.14.5 Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. The Public Safety Agency agrees, except where the event, incidents or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Company from any and all loss or claims whatsoever, whether suffered, made, instituted or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others. The Public Safety Agency also agrees to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties assessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

2.15 Operator Service Requirements

2.15.1 Company provided intrastate operator assisted communications services will observe the following requirements:

- 2.15.1.1 Company will not knowingly bill for incomplete calls where answer supervision is available, and will remove any charges for incomplete calls upon subscriber notification or Company's knowledge
- 2.15.1.2 Company will identify itself as the operator service provider to the caller and the billed party, if different from caller, at the time of the initial contact
- 2.15.1.3 Rate quotes will be given upon request, at no charge, including rate components and any additional charges
- 2.15.1.4 Only tariffed rates of the Company approved by the Commission shall appear on any local exchange company (LEC) billings
- 2.15.1.5 Company shall be listed on the LEC billing if the LEC has multi-company billing capability
- 2.15.1.6 Company will employ reasonable calling card verification procedure acceptable to the company issuing the calling card

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SECTION 10 - EXCHANGE ACCESS SERVICE

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10.1 General

**Service Commission**

Exchange Access Service provides a business Customer with a telephonic connection and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service enables users to:

10.1.1 receive calls from other stations on the public switched telecommunications network;

10.1.2 access other services offered by the Company as set forth in this tariff;

10.1.3 access certain interstate and international calling services provided by the Company;

10.1.4 access (at no additional charge) the Company's operators and business office for service related assistance;

10.1.5 access (at no additional charge) emergency services by dialing 0- or 9-1-1; and

10.1.6 access services provided by other common carriers which purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or which maintain other types of traffic exchange arrangements with the Company.

10.1.7 Exchange Access Service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., NPA 900, NXX 970, 540, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked. Calls to numbers "NXX 976" will also be blocked unless otherwise specified by the Customer at the time service is ordered. Should a Customer request unblocking for access to the "NXX 976" caller-paid information service, the Company will bill and collect on behalf of the telephone companies' information provider holding the Customer fully liable for all charges incurred for use of the information provider's service.

Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

The following Exchange Access Services are offered:

Digital Trunk Service

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SECTION 11 - EXCHANGE ACCESS SERVICE

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11.1 General

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- 11.1.1 receive calls from other stations on the public switched telecommunications network;
- 11.1.2 access other services offered by the Company as set forth in this tariff;
- 11.1.3 access certain interstate and international calling services provided by the Company;
- 11.1.4 access (at no additional charge) the Company's operators and business office for service related assistance;
- 11.1.5 access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- 11.1.6 access services provided by other common carriers which purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or which maintain other types of traffic exchange arrangements with the Company.
- 11.1.7 Exchange Access Service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., NPA 900, NXX 970, 540, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked. Calls to numbers "NXX 976" will also be blocked unless otherwise specified by the Customer at the time service is ordered. Should a Customer request unblocking for access to the "NXX 976" caller-paid information service, the Company will bill and collect on behalf of the telephone companies' information provider holding the Customer fully liable for all charges incurred for use of the information provider's service.

Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

The following Exchange Access Services are offered:

- DID Trunk Service
- Digital Trunk Service

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SECTION 10 - EXCHANGE ACCESS SERVICE (CONT'D)

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10.4 Digital Trunk Service (Outbound Only Trunks, and Two-Way Combination Trunks)

**Service Commission**

Digital Trunk Service provides a business Customer with a digital connection operating at a full DS1 speed of 1.544 Mbps which is time division multiplexed into 24 individual voice-grade telephonic communications channels, each of which can be used to place one-way inbound, one-way outbound and two-way (combination) trunks. Digital Trunks are provided for connection of compatible Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Digital Trunk is provided with dual tone multi-frequency (DTMF) or multi-frequency (MF) signaling, as specified by the Customer, Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks for the same Customer within the same local calling area. The terminal interface for each Digital Trunk Service is a smart jack.

Non-recurring and monthly recurring rates per Digital Trunk per point, apply as follows:

Link and Port:	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per T-1	\$772.00	\$500.00
Port Element: DID, DID/DOD	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per Channel	\$50.00	\$30.00

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SECTION 11 - EXCHANGE ACCESS SERVICE (CONT'D)

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11.2 Exchange Access Service Areas

Exchange Access Services are provided (pursuant to Section 12.1) in the following limited geographic areas:

Exchanges in Which Full Service is Available

St. Louis

Bridgeton, Creve Coeur, Ferguson, Florissant, Kirkwood, Ladue, Mehlville, Oakville, Overland, Riverview, Sappington, Spanish Lake, St. Louis, Webster Groves

11.3 Calling Areas

Geographically-defined Local Calling Areas<sup>1</sup> are associated with each Exchange Access Service provided pursuant to Section 12.1. Exchange Access Services shall have the following local calling areas:

<u>Exchange</u>	<u>Additional Local Calling Exchanges</u>
St. Louis	All zones of the SME <sup>2</sup> , All zones of the EMC <sup>3</sup>

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<sup>1</sup> Rates and rate plans for Local Calling Area calls placed over Company-provided Exchange Access Services are set forth in Section 13.

<sup>2</sup> St. Louis Metropolitan Exchange (SME) includes the following zones: Bridgeton, Creve Coeur, Ferguson, Florissant, Kirkwood, Ladue, Mehlville, Oakville, Overland, Riverview, Sappington, Spanish Lake, St. Louis, Webster Groves.

<sup>3</sup> St. Louis Expanded Metropolitan Exchange (EMC) includes the following zones: Antonia, Cedar Hill, Chesterfield, Desoto, Eureka, Fenton, Festus-Crystal City, Gray Summit, Harvester, Herculaneum-Pevely, High Ridge, Hillsboro, Imperial, Maxville, Manchester, Pacific, Pond, St. Charles, Troy, Valley Park, Ware. The St. Louis Expanded Metropolitan Exchange (EMC) Area is defined as those exchanges where customers in the St. Louis Metropolitan Area can call without incurring intraLATA toll charges.

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**SECTION 10 - EXCHANGE ACCESS SERVICE (CONT'D)**

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10.5 Direct Inward Dial (DID) Service

**Service Commission**

10.5.1 DID service provides a Customer with a voice grade telephonic communications trunk channel to receive incoming voice or data calls to local telephone numbers assigned to the Customer. It transmits the dialed digits for all incoming calls, allowing the Customer's incoming calls to be routed as required by the Customer to the Customer's designated equipment. Charges for DID capability and DID number blocks may apply in addition to charges specified for private lines contained herein and other charges that may apply in order to deliver incoming calls to the Customer's designated equipment, depending upon Customer location and subject to the availability of facilities.

10.5.2 So the Company may efficiently manage its number resource, the Company, at its sole discretion reserves the right to limit the quantity of DID number blocks a Customer may obtain. Requests for 30 or more DID number blocks must be provided to the Company in writing no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers. The Company also reserves the right to provision service based upon the availability of facilities and equipment necessary to support the Customer's specific service requirements; pursuant to Section 10.5.1 above, additional charges shall apply where the Company provides service to Customers requiring such additional facilities or equipment.

10.5.3 The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such number, or both, assigned to the Customer, where the Company deems it necessary to do so in the conduct of its business.

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Individual DID Numbers	N/A	\$0.50 per DID Number
DID Trunk Capability	N/A	\$5.00 per port

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SECTION 11 - EXCHANGE ACCESS SERVICE (CONT'D)

11.4 Digital Trunk Service (DID Trunks, Outbound Only Trunks, and Two-Way Combination Trunks)

Digital Trunk Service provides a business Customer with a digital connection operating at a full DS1 speed of 1.544 Mbps which is time division multiplexed into 24 individual voice-grade telephonic communications channels, each of which can be used to place one-way inbound, one-way outbound and two-way (combination) trunks. Digital Trunks are provided for connection of compatible Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Digital Trunk is provided with dual tone multi-frequency (DTMF) or multi-frequency (MF) signaling, as specified by the Customer, Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks for the same Customer within the same local calling area. The terminal interface for each Digital Trunk Service is a smart jack.

Non-recurring and monthly recurring rates per Digital Trunk per point, apply as follows:

Link and Port:	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per T-1	\$772.00	\$500.00
Port Element: DID, DID/DOD	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per Channel	\$50.00	\$30.00

11.4.2 DID Trunk Service transmits the dialed digits for all incoming calls allowing the Customer's incoming calls to be routed corresponding to each individual DID number. Charges for DID number blocks are listed below.

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**SECTION 10 - EXCHANGE ACCESS SERVICE (CONT'D)**

10.5.4 For special situations, rates for DID Services will be determined on an Individual Case Basis (ICB) and specified by contract between the Company and the Customer. Notices of such contracts, if required, will be submitted to the Commission pursuant to Commission Rules.

10.6 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no charge. At a Customer's option, Company will arrange for additional listing at the following rates:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>	<b>Missouri Public</b>
Each Additional Listing:	\$0.00	\$1.42	<b>REC'D SEP 26 2003</b>

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**SECTION 11 - LOCAL CALLING SERVICE**

REC'D SEP 26 2003

11.1 Description

**Service Commission**

Local Calling Service provides a business Customer with the ability to originate calls from a Company-provided exchange access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges and zones defined as local. The rates set forth in this section apply to all direct dialed local calls. For operator-assisted (non-aggregator) local calls, the operator charges listed in Section 11.3 apply in addition to the charges listed below.

11.2 Option 1 Local Calling Plan

11.2.1 Description

Option 1 Local Calling Plan provides Local Calling Service billable on a per minute basis. Option 1 calls will be billed in one-minute increments with an initial billing period of one minute. The rates set forth in this section apply to all outgoing direct-dialed calls placed to telephone stations within the caller's exchange area as defined in Section 10. Option 1 Local Calling Plan is the standard local calling plan provided with exchange access services, as described in Section 10.

11.2.2 Rates

	<u>Per Minute</u>
First Minute	\$0.07
Each Additional Minute	\$0.04

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11.2.3 Information Services Call Blocking

The term "Information Services Call Blocking" denotes the Company's central office call blocking service that allows the Company's residential and business subscribers to block access to all directly-dialed, the Company's operator-assisted and the Company's operator entered billing 976 and 900 programs, and other local service providers within Missouri and to all Interexchange Carrier 900 calls originating within the Telephone Company's service area.

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SECTION 11 - EXCHANGE ACCESS SERVICE (CONT'D)

11.4.3 Non-recurring and Recurring charges per DID's apply as follows:

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<u>Rate Group</u>	<u>Non-Recurring Charge</u>	<u>Recurring Charge</u>
All Zones	\$10.00	\$10.00 for blocks of 100

11.5 Direct Inward Dial (DID) Service

11.5.1 DID service can be purchased in conjunction with Company provided trunk services. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for trunk services contained herein.

11.5.2 So the Company may efficiently manage its number resource, the Company, at its sole discretion reserves the right to limit the quantity of DID number blocks a Customer may obtain. Requests for 30 or more DID number blocks must be provided to the Company in writing no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

11.5.3 The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such number, or both, assigned to the Customer, where the Company deems it necessary to do so in the conduct of its business.

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	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Individual DID Numbers	\$10.00	\$1.00 per DID Number

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11.6 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no charge. At a Customer's option, Company will arrange for additional listing at the following rates:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Each Additional Listing:	\$0.00	\$1.42

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Missouri P.S.C. Tariff No. 3  
FIRST REVISED PAGE NO 41  
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**SECTION 11 - LOCAL CALLING SERVICES (CONT'D)**

**Missouri Public**

11.3 Operator Services

REC'D SEP 26 2003

11.3.1 Description

11.3.1.1 Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services, and to Customers and Users of exchange access lines which the Customer subscribes to the Company's interexchange outbound calling services.

**Service Commission**

11.3.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls are dialed with the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls are dialed with the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

11.3.3 Rates

In addition to any applicable usage charges, the following operator-assisted charges will apply:

	<u>Per Minute Charge</u>	<u>Automated Surcharge (0 -)</u>	<u>Operator Assisted Surcharges (0 +)</u>
Station-to-Station	\$0.40		\$2.10
Third Number Billing	\$0.40		\$2.50

(The above text was relocated from Page 42, Section 12 to Section 11.)

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SECTION 12 - LOCAL CALLING SERVICE

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12.1 Description

Local Calling Service provides a business Customer with the ability to originate calls from a Company-provided exchange access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges and zones defined as local. The rates set forth in this section apply to all direct dialed local calls. For operator-assisted (non-aggregator) local calls, the operator charges listed in Section 12.3 apply in addition to the charges listed below.

MO. PUBLIC SERVICE COMMISSION

12.2 Option 1 Local Calling Plan

12.2.1 Description

Option 1 Local Calling Plan provides Local Calling Service billable on a per minute basis. Option 1 calls will be billed in one-minute increments with an initial billing period of one minute. The rates set forth in this section apply to all outgoing direct-dialed calls placed to telephone stations within the caller's exchange area as defined in Section 11. Option 1 Local Calling Plan is the standard local calling plan provided with exchange access services, as described in Section 11.

12.2.2 Rates

	<u>Per Minute</u>
First Minute	\$0.07
Each Additional Minute	\$0.04

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12.2.3 Information Services Call Blocking

The term "Information Services Call Blocking" denotes the Company's central office call blocking service that allows the Company's residential and business subscribers to block access to all directly-dialed, the Company's operator-assisted and the Company's operator entered billing 976 and 900 programs, and other local service providers within Missouri and to all Interexchange Carrier 900 calls originating within the Telephone Company's service area.

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**SECTION 11 - LOCAL CALLING SERVICE (CONT'D)**

Collect Calls                      \$0.40                      \$1.50                      \$2.50

Person-to-Person                \$0.40                      **Missouri Public Service** \$6.50

11.3.4 Busy Line Verify and Line Interrupt Service

**REC'D SEP 26 2003**

11.3.4.1                      Description

**Service Commission**

Upon request of a calling party the Company will verify a busy condition on a called line.

11.3.4.1.1                      The operator will determine if the line is clear or in use and report to the calling party.

11.3.4.1.2                      The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

11.3.5 Regulations

11.3.5.1                      A charge will apply when:

11.3.5.1.1                      The operator verifies that the line is busy with a call in progress.

11.3.5.1.2                      The operator verifies that the line is available for incoming calls.

11.3.5.1.3                      The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

11.3.5.2                      No charge will apply:

11.3.5.2.1                      When the calling party advises that the call is to or from an official public emergency agency.

11.3.5.2.2                      Under conditions other than those specified in Section 11.3.5.1.

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12.3 Operator Services

12.3.1 Description

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12.3.1.1 Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services, and to Customers and Users of exchange access lines which the Customer subscribes to the Company's interexchange outbound calling services.

12.3.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls are dialed with the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls are dialed with the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

12.3.3 Rates

In addition to any applicable usage charges, the following operator-assisted charges will apply:

	<u>Per Minute Charge</u>	<u>Automated Surcharge (0 -)</u>	<u>Operator Assisted Surcharges (0 +)</u>
Station-to-Station	\$0.40		\$2.10
Third Number Billing	\$0.40		\$2.50

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**SECTION 11 - LOCAL CALLING SERVICE (CONT'D)**

11.3.5.2.3 Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

11.3.5.2.4 The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

11.3.6 Rates

**Missouri Public**

Per Request

**REC'D SEP 26 2003**

Busy Line Verify Service \$6.50

Busy Line Verify Verification With Interrupt Service \$13.00

**Service Commission**

11.4 Directory Assistance

11.4.1 Description

Customers and Users of the Company's calling services (excluding toll free services), may obtain Directory Assistance in determining telephone numbers within Missouri by calling the Directory Assistance operator.

11.4.2 Rates

11.4.2.1 Directory Assistance charges will apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Rate

Per Number Requested \$0.75

11.4.2.2 A credit will be given for calls to Directory Assistance when:

11.4.2.2.1 The Customer experiences poor transmission or is cut off during the call;

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SECTION 12 - LOCAL CALLING SERVICE (CONT'D)

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Collect Calls	\$0.40	\$1.50
Person-to-Person	\$0.40	

MO. PUBLIC SERVICE COMMISSION  
\$2.50  
\$6.50

12.3.4 Busy Line Verify and Line Interrupt Service

12.3.4.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

12.3.4.1.1 The operator will determine if the line is clear or in use and report to the calling party.

12.3.4.1.2 The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

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12.3.5 Regulations

12.3.5.1 A charge will apply when:

- 12.3.5.1.1 The operator verifies that the line is busy with a call in progress.
- 12.3.5.1.2 The operator verifies that the line is available for incoming calls.
- 12.3.5.1.3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

12.3.5.2 No charge will apply:

- 12.3.5.2.1 When the calling party advises that the call is to or from an official public emergency agency.
- 12.3.5.2.2 Under conditions other than those specified in Section 12.3.5.1.

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SECTION 12 - LOCAL CALLING SERVICE (CONT'D)

12.3.5.2.3 Busy Verification and Interrupt ~~NO PUBLIC SERVICE COMM~~ and to the extent that facilities permit.

12.3.5.2.4 The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

12.3.6 Rates

Per Request

Busy Line Verify Service \$6.50

Busy Line Verify Verification With Interrupt Service \$13.00

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12.4 Directory Assistance

12.4.1 Description

Customers and Users of the Company's calling services (excluding toll free services), may obtain Directory Assistance in determining telephone numbers within Missouri by calling the Directory Assistance operator.

12.4.2 Rates

12.4.2.1 Directory Assistance charges will apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Rate

Per Number Requested \$0.75

12.4.2.2 A credit will be given for calls to Directory Assistance when:

12.4.2.2.1 The Customer experiences poor transmission or is cut off during the call;

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**Missouri Public**

**SECTION 12 - MISCELLANEOUS SERVICES AND SURCHARGES**

REC'D SEP 26 2003

12.1 Service Implementation

Service Commission

12.1.1 Description

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service.

12.1.2 Rates

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	<u>Non-Recurring</u>
Per Service Order	\$30.00

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By *Anders 45*  
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MISSOURI

12.2 Restoration of Service

12.2.1 Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities suspended is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

12.2.2 Rates

	<u>Non-Recurring</u>
Per Occasion	\$8.50

12.3 Maintenance of Service

12.3.1 When a Customer reports a trouble to the Company for clearance, and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of a visit charge for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed. Failure of Company personnel to find trouble Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

12.3.2 Where a NID exists, if the Company is unable to test for dial tone and the problem proves to be beyond the NID (within Customer premises), a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the Customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no

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SECTION 12 - LOCAL CALLING SERVICE (CONT'D)

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11.3.1.1.2 The Customer is given an incorrect telephone number, or

12.4.2.2.3 The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

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**SECTION 13 - MISCELLANEOUS SERVICES AND SURCHARGES**

MAY 13 1999

13.1 Service Implementation

MO. PUBLIC SERVICE COMM

13.1.1 Description

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service.

13.1.2 Rates

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Non-Recurring

Per Service Order \$30.00

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13.2 Restoration of Service

By 1st RS 46  
Public Service Commission  
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13.2.1 Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities suspended is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

13.2.2 Rates

Non-Recurring

Per Occasion \$8.50

13.3 Maintenance of Service

13.3.1 When a Customer reports a trouble to the Company for clearance, and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of a visit charge for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed. Failure of Company personnel to find trouble Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

13.3.2 Where a NID exists, if the Company is unable to test for dial tone and the problem proves to be beyond the NID (within Customer premises), a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the Customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no

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SECTION 13 - MISCELLANEOUS SERVICES AND SURCHARGES (CONT'D)

maintenance charge will be applicable regardless of the dial tone test result if the service exists or not.

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13.3.3 The Customer shall be responsible for payment of a visit charge when the Company dispatches personnel to the Customer's premises, and the trouble is in the equipment of communications system provided by other than the Company.

13.3.4 No credit allowance will be applicable for the interruption involved if the visit charge applies.

13.4 Rate

The applicable rate is \$65.00 per visit in addition to materials and/or labor charges.

13.5 Presubscription

Customers have a right to chose an intraLATA and an interLATA carrier when equipment and facilities permit. The Company allows Customers to presubscribe to the carrier of their choice for intraLATA and interLATA toll calls, without dialing an access code.

The following charge applies per line or per trunk for each local line or local trunk PIC charge requested.

PIC charge	
- per line or trunk	\$5.00

13.6 Telecommunication Relay Service (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and vice versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission.

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SECTION 14 - SPECIAL ARRANGEMENTS

MAY 13 1999

13.1 Promotional Programs

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The Company may establish temporary promotional programs to introduce present or potential customers to a service not previously received by Customers. During specific promotional periods, an offer may be made to reduce nonrecurring charges on a nondiscriminatory basis, up to the full amount, for optional products and services. Unless specifically approved elsewhere, this offer will not apply to single basic exchange access lines. 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.

14.2 Reserved for Future Use

14.3 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in the tariffs of the Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

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~~MAY 13 1999~~

**SECTION 14 - SPECIAL ARRANGEMENTS (CONT'D)**

**MISSOURI PUBLIC SERVICE COMMISSION**

- 14.3.1 where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- 14.3.2 of a type other than that which the Company would normally utilize in the furnishing of its services;
- 14.3.3 over a route other than that which the Company would normally utilize in the furnishing of its services;
- 14.3.4 in a quantity greater than that which the Company would normally construct;
- 14.3.5 on an expedited basis;
- 14.3.6 on a temporary basis until permanent facilities are available;
- 14.3.7 involving abnormal costs; or
- 14.3.8 in advance of its normal construction.

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**MISSOURI**

14.4 Basis for Charges

Where the Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include, (1) nonrecurring type charges; (2) recurring type charges, (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

14.5 Basis for Cost Computation

The costs referred to in Section 14.4 preceding may include one or more of the following items to the extent they are applicable:

- 14.5.1 installed costs of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installed costs include the cost of:
  - 14.5.1.1 equipment and materials provided or used,
  - 14.5.1.2 engineering, labor and supervision,
  - 14.5.1.3 transportation.

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**SECTION 14 – RESERVED FOR FUTURE USE**

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(This section was relocated to Section 13, Pages 47, 48 and 49.)

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SECTION 14 - SPECIAL ARRANGEMENTS (CONT'D)

- 14.5.1.4 rights of way, and
- 14.5.1.5 any other item chargeable to the capital account;
- 14.5.2 annual charges including the following:
  - 14.5.2.1 cost of maintenance;
  - 14.5.2.2 depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
  - 14.5.2.3 administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
  - 14.5.2.4 any other identifiable costs related to the facilities provided; and
  - 14.5.2.5 an amount for return and contingencies.

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14.6 Termination Liability

To the extent that there is no other requirement for use by the Company, the Customer may have a termination liability for facilities specially constructed at the request of the Customer, if and only if such liability is clearly stated in a written agreement between the Company and the Customer.

- 14.6.1 The maximum termination liability is equal to the total cost of the special facility as determined herein, adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided.
- 14.6.2 The maximum termination liability shall be divided by the original term of service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's termination liability shall be equal to this monthly amount multiplied by the remaining unexpired term of service (rounded up to the next whole number of months), discounted to present value at six percent (6%), plus applicable taxes.

14.7 Term

The minimum term for any Level 3 Communications, LLC dedicated access service shall not be less than one (1) year, unless otherwise agreed to by the Company. The Customer and Company may agree to longer minimum terms for particular services.

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