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JUN 6 2000

Records  
Public Service Commission

June 2, 2000

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

RE: Convergent Communications Services, Inc., Change of Contact Information

To Whom It May Concern:

Convergent Communications Services, Inc. has had a change of contact information. I am writing to request that you update your records to reflect this change and direct future correspondence accordingly. Please forward this information to all affected parties within your Utilities Division.

Effective immediately, former contact information that is no longer applicable includes, but is not necessarily limited to, the following: Lance J.M. Steinhart, Chris Stockhoff, TCS, 6455 East Johns Crossing, Suite 285, Duluth, GA 30097, (678) 775-2244.

New contact information is as follows:

**Karen L. Bedell**  
**Vice President, External Affairs**  
**Convergent Communications**  
**400 Inverness Drive South, Suite 400**  
**Englewood, CO 80112**  
**Phone: (303) 749-3093**  
**Fax: (303) 749-3113**

If you have questions or need further information regarding this matter, please do not hesitate to contact either Meghan Ruwet at (303) 749-2826, [meghan.ruwet@converg.com](mailto:meghan.ruwet@converg.com) or me at (303) 749-2935, [laura.messinger@converg.com](mailto:laura.messinger@converg.com).

Thank you for your timely processing of this request.

Sincerely,

*Laura A. Messinger*

**Laura A. Messinger**  
**Regulatory Analyst, External Affairs**  
**Convergent Communications**  
**Phone: (303) 749-2935**  
**Fax: (303) 749-3113**  
**Email: [laura.messinger@converg.com](mailto:laura.messinger@converg.com)**

CANCELLED

JUN 19 2005

By *TD-05-403*  
Public Service Commission  
MISSOURI

cc: UTIL OPERS

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**1<sup>st</sup> Revised SHEET 1**  
**Canceling Original**

**RECEIVED**

**TITLE SHEET**

**AUG 05 1999**

**MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF**

**OF**

**MO. PUBLIC SERVICE COMMISSION**

**CONVERGENT COMMUNICATIONS SERVICES, INC.**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Convergent Communications Services, Inc. ("CCSI"), with principal offices at 400 Inverness Drive South, Suite 400, Englewood, Colorado 80112, toll free telephone number 800-898-3121. This tariff applies for services furnished within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

Convergent Communications Services, Inc. operates as a competitive telecommunications company as defined by Case No. TO-88-142 within the State of Missouri.

**CANCELLED**

**JUN 19 2005**

By **TD-05 403**  
**Public Service Commission**  
**MISSOURI**

**Missouri Public**  
**Service Commission**

**FILED OCT 01 1999**

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**

AUG 03 1998

TITLE SHEET

MO. PUBLIC SERVICE COMM

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

CONVERGENT COMMUNICATIONS SERVICES, INC.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Convergent Communications Services, Inc. ("CCSI"), with principal offices at 400 Inverness Drive South, Suite 400, Englewood, Colorado 80112, toll free telephone number 800-335-3811. This tariff applies for services furnished within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

Convergent Communications Services, Inc. operates as a competitive telecommunications company as defined by Case No. TO-88-142 within the State of Missouri.

CANCELLED

OCT 01 1999  
By *ST RSI*  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs

400 Inverness Drive South, Suite 400

Englewood, Colorado 80112

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SEP 13 1998  
MISSOURI  
Public Service Commission

WAIVER OF RULES AND REGULATIONS

AUG 03 1998

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392.270 Property valuation.  
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392.290 Issuance of stocks and bonds.  
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392.330 Issuance of stocks and bonds.  
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4 CSR 240-30.010(2)(C) Posting exchange rates at central offices.  
4 CSR 240-32.030(1)(B) Exchange boundary maps.  
4 CSR 240-32.030(1)(C) Record of access lines.  
4 CSR 240-32.030(2) Records kept within state.  
4 CSR 240-32.050(3-6) Telephone directories.  
4 CSR 240-32.070(4) Coin telephones.  
4 CSR 240-33.030 Inform customers of lowest priced  
service.  
4 CSR 240-33.040(5) Finance Fee.  
4 CSR 240-30.040 Uniform System of Accounts

CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs SEP 18 1998  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

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Public Service Commission

CONVERGENT COMMUNICATIONS SERVICES, INC. P.S.C. MO. TARIFF NO. 1

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AUG 03 1998

MO. PUBLIC SERVICE COMM

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JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs SEP 18 1998  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

MISSOURI  
Public Service Commission

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

2<sup>nd</sup> Revised Sheet 4  
Canceling 1<sup>st</sup> Revised

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**CANCELLED**

JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED MAY 01 2000

Date of Issue: March 23, 2000

Date Effective: May 1, 2000

Karen L. Bedell, Vice President, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

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**CANCELLED**

MAY 01 2000

by *2nd RS4*  
 Public Service Commission  
 MISSOURI

Missouri Public  
 Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs  
 400 Inverness Drive South, Suite 400  
 Englewood, Colorado 80112

AUG 03 1998

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CANCELLED

JUL 07 1999

By JRS  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs

400 Inverness Drive South, Suite 400

Englewood, Colorado 80112

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MISSOURI  
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CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

FILED

SEP 01 2000

MISSOURI  
Public Service Commission

Date of Issue: July 25, 2000

Date Effective: September 1, 2000

Karen L. Bedell, Vice President, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

3<sup>rd</sup> Revised Sheet 5  
Canceling 2<sup>nd</sup> Revised

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CANCELLED

SEP 01 2000  
By 44 RS #5  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED MAY 01 2000

Date of Issue: March 23, 2000

Date Effective: May 1, 2000

Karen L. Bedell, Vice President, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

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**CANCELLED**

MAY 01 2000

By *3rd RS5*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED OCT 01 1999

DATE OF ISSUE: August 5, 1999

DATE EFFECTIVE: October 1, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

Missouri Public  
Service Commissioner

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CANCELLED

OCT 01 1999  
By *2 MRS. S. 5*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commissioner

FILED JUN 04 1999

DATE OF ISSUE: May 4, 1999

DATE EFFECTIVE: June 4, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

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MO. PUBLIC SERVICE COMM

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JUN 04 1999

By *StRS#5*  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

SEP 13 1998

MISSOURI  
Public Service Commission

TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 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)

CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

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SEP 13 1998  
MISSOURI  
Public Service Commission

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) to signify change in regulation
- (D) to signify a deletion
- (I) to signify a rate increase
- (L) to signify material relocated in the tariff
- (N) to signify a new rate or regulation
- (R) to signify a rate reduction
- (T) to signify a change in text, but no change in rate or regulation

CANCELLED

JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs SEP 13 1998  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

MISSOURI  
Public Service Commission

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to CCSI's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable CCSI to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Missouri Public Service Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of CCSI or purchases a CCSI Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or CCSI - Used throughout this tariff to mean Convergent Communications Services, Inc., a Colorado Corporation.

Enterprise Managed Services - (EMS) CCSI's principal set of service offerings - the delivery, under long-term contract, of one or more of the Company's data and telephony services utilizing the Company's owned network inside the Customer's premises.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

Prepaid Calling Card - A card issued by the Company, containing an Authorization Code which identifies a specific Prepaid Account of Telecom Units, which enables calls to be processed, account activity to be logged, and balances to be maintained, on a prepayment basis.

**CANCELLED**

**JUN 19 2005**

By **TD-05-403**  
**Public Service Commission**  
**MISSOURI**

**Missouri Public Service Commission**

**FILED MAY 01 2000**

**Date of Issue: March 23, 2000**

**Date Effective: May 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**



**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS** (C) JUN 7 1999

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to CCSI's location or switching center.

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**CANCELLED**

MAY 01 2000  
By 2nd RS 8  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS AUG 03 1998

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JUL 07 1999

by 1 R.S. #8  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

FILED  
SEP 13 1998  
MISSOURI  
Public Service Commission

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

RECEIVED

ORIGINAL SHEET 9  
AUG 03 1998

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Missouri.

MO. PUBLIC SERVICE COMM

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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JUN 19 2005

By TD-05-403  
Public Service Commission  
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FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs SEP 18 1998  
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SECTION 2 - RULES AND REGULATIONS

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**2.1 Undertaking of the Company**

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This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by CCSI for telecommunications between points within the State of Missouri. Resale services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company reserves the right to examine the credit record and check the references of all applicants and Customers prior to accepting the service order. The service application shall not in itself obligate the Company to provide services or to continue to provide service if a later check of applicant's credit record is, in the opinion of the Company, contrary to the best interest of the Company. The Company 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 a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement. The Company does not own any switching, transmission or other physical facilities in Missouri.

**CANCELLED**

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

**FILED**

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs

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400 Inverness Drive South, Suite 400

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- 2.1.1 The services provided by CCSI are not part of a joint undertaking with any other entity providing telecommunications facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.
- 2.1.2 The rates and regulations contained in this tariff apply only to the resale services furnished by CCSI and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of CCSI.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or repricing of the Underlying Carrier's tariffed offerings; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

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2.2 Use of Services

- 2.2.1 CCSI's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of CCSI's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of CCSI's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
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- 2.2.4 CCSI's services are available for use 24 hours per day, 365 days per year.
- 2.2.5 CCSI does not transmit messages, but the services may be used for that purpose.
- 2.2.6 CCSI's services may be denied for nonpayment of undisputed charges or for other violations of this tariff.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services. CCSI will not be held liable for fraudulent usage of services.

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**2.3 Liability of the Company**

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.

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JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

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- 2.2.4 CCSI's services are available for use 24 hours per day, 365 days per year.
- 2.2.5 CCSI does not transmit messages, but the services may be used for that purpose.
- 2.2.6 CCSI's services may be denied for nonpayment of undisputed charges or for other violations of this tariff.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

**2.3 Liability of the Company**

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.

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DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company.
- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.

CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
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2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**2.4 Responsibilities of the Customer**

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by CCSI on the Customer's behalf.
- 2.4.3 If required for the provision of CCSI's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to CCSI.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to CCSI and the Customer when required for CCSI personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of CCSI's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of CCSI's equipment to be maintained within the range normally provided for the operation of microcomputers.

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JUN 19 2005

By TD-05-403  
Public Service Commission  
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**FILED**

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with CCSI's facilities or services, that the signals emitted into CCSI's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, CCSI will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to CCSI equipment, personnel or the quality of service to other Customers, CCSI may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, CCSI may, upon written notice, terminate the Customer's service.
- 2.4.7 The Customer must pay CCSI for replacement or repair of damage to the equipment or facilities of CCSI caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any CCSI equipment installed at Customer's premises.
- 2.4.9 If CCSI installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.

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JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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Englewood, Colorado 80112

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- 2.4.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

**2.5 Cancellation or Interruption of Services**

- 2.5.1 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, CCSI may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:
- 2.5.1.A For nonpayment of any undisputed sum due CCSI for more than thirty (30) days after issuance of the bill for the amount due,
- 2.5.1.B For violation of any of the provisions of this tariff,
- 2.5.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over CCSI's services, or
- 2.5.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting CCSI from furnishing its services.

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JUN 19 2005

By TD-85-403  
Public Service Commission  
MISSOURI

**FILED**

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
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2.5.2 Without incurring liability, CCSI may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and CCSI's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

2.5.3 Service may be discontinued by CCSI without notice to the Customer, by blocking traffic to certain NXX exchanges, or by blocking calls using certain Customer authorization codes, when CCSI deems it necessary to take such action to prevent unlawful use of its service. CCSI will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.

2.5.4 The Customer may terminate service upon notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage until the Customer notifies its local exchange carrier and changes its long distance carrier. Until the Customer so notifies its local exchange carrier, it shall continue to generate and be responsible for long distance usage.

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JUN 19 2005  
By TD-05-403  
Public Service Commission  
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DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
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**2.6 Credit Allowance**

- 2.6.1 Credit may be issued on a per call basis.
- 2.6.2 Credit shall not be issued for unavailability of long distance services.

**2.7 Restoration of Service**

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

**2.8 Deposit**

Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, up to any amount equal to the applicable installation charges, if any, and/or up to three month's actual or estimated usage charges for service to be provided. Any applicant or Customer may also be required, at any time, whether before or after the commencement of service, to provide such other assurances of, or security for, the payment of the Company's charges for its services as the Company may deem necessary, including, without limitation, advance payments for service, third party guarantees of payment, pledges or other grants of security interests in the Customer's assets, and similar arrangements. The required deposit or other security may be increased or decreased by the Company as it deems appropriate in the light of changing conditions. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. In case of a cash deposit, simple interest at a rate of six percent (6%) annually will be paid for the period during which the deposit is held by the Company unless a different rate has been established by the appropriate legal authority in the jurisdiction in which the Company service in question is provided. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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with this request. A deposit may be required in addition to an advance payment.

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Deposits shall be sent to Convergent Communications Services, Inc., Department 1001, Denver, Colorado 80291-1001. The Company will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Deposits shall be returned or credited to the Customer after not more than twelve (12) consecutive months of prompt payment of bills, which may include eleven (11) timely payments and one automatic forgiveness of late payment. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with the law. The deposit shall be refunded or credited to the customer after not more than twelve (12) consecutive months of prompt payment (which may be eleven (11) timely payments and one automatic forgiveness of late payment). The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of the Company's accounting year or on the anniversary of the account.

**2.9 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advanced payment will not exceed an amount equal to the Non-Recurring Charge(s) and one month's charges for the service or facility. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

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JUN 19 2005

By TD05-403  
Public Service Commission  
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DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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**2.10 Payment and Billing**

2.10.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Charges are due and payable within 30 days after the invoice date.

2.10.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, presubscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, presubscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

**2.11 Reserved for Future Use**

**2.12 Taxes**

All federal, state and local taxes, including taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

If an entity other than the Company (e.g., another carrier or supplier) imposes charges on the company, in addition to its own internal costs, in connection with a service for which the Company's non-recurring charge is specified, those charges will be passed on to the Customer.

**2.13 Reserved for Future Use**

**2.14 Returned Check Charge**

A fee will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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SEP 13 1998  
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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Computation of Charges

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- 3.1.1 The total charge for each completed call will be dependent only on the duration of the call, as a statewide flat rate per minute charge. All calls are measured in increments as set forth in the Rates Section herein. All calls are rounded up to the next whole increment.
- 3.1.2 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Recognition of answer supervision is the responsibility of the Underlying Carrier. Timing for each call ends when either party hangs up. CCSI will not bill for uncompleted calls.

3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

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Englewood, Colorado 80112  
(800) 335-3811

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Any objection to billed charges should be reported promptly to CCSI. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs  
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SEP 13 1998

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If a Customer accumulates more than One Dollar of undisputed delinquent CCSI 800 Service charges, the CCSI Resp. Org. reserves the right not to honor Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

**3.3 Level of Service**

A Customer can expect end to end network availability of not less than 99% at all times for all services.

**3.4 Billing Entity Conditions**

When billing functions on behalf of CCSI or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. CCSI's name and toll-free telephone number will appear on the Customer's bill.

**CANCELLED**

JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
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**FILED**  
SEP 13 1998  
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Public Service Commission

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**3<sup>rd</sup> Revised Sheet 23**  
**Canceling 2<sup>nd</sup> Revised**

**MISSOURI PUBLIC**  
**Service Commission**

**3.5 Service Offerings**

**3.5.1 Reserved for Future Use**

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**3.5.2 Reserved for Future Use**

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**3.5.3 Network Plus**

A switched Long Distance Product that requires the purchase of another product not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other EMS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

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**3.5.4 VIP Network**

A switched Long Distance Product that requires the purchase of multiple products not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other EMS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

T

**3.5.5 Dedicated One**

A dedicated Long Distance Product that requires the purchase of an EMS product with Dedicated Access Line charges not included. Usually purchased by a customer in conjunction with other EMS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

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**JUN 19 2005**  
By **TD-05-403**  
**Public Service Commission**  
**MISSOURI**

**MISSOURI PUBLIC**  
**Service Commission**

**FILED MAY 01 2000**

**Date of Issue: March 23, 2000**

**Date Effective: May 1, 2000**

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**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**2<sup>nd</sup> Revised SHEET 23**  
**Canceling 1<sup>st</sup> Revised**

**3.5**    **Service Offerings**

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**3.5.1**    **Easy Access**

**AUG 05 1999**

A switched Long Distance Product that does not require the customer to purchase any other product or combination of products. Usually purchased by a customer on a call in basis or as a "trial" service to test the services of Convergent Communications.

**3.5.2**    **Executive Network**

A switched Long Distance Product that requires the purchase of at least one other Long Distance Product. Usually purchased by a customer in conjunction with Toll Free type service or travel cards.

**3.5.3**    **Network Plus**

A switched Long Distance Product that requires the purchase of another product not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

**3.5.4**    **V.I.P. Network**

A switched Long Distance Product that requires the purchase of multiple products, not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

**3.5.5**    **Dedicated One**

A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges not included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

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**MAY 01 2000**  
**By 34 RS 23**  
**Public Service Commission**  
**MISSOURI**

**Missouri Public**  
**Service Commission**

**FILED OCT 01 1999**

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

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3.5 Service Offerings

Missouri Public  
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3.5.1 Easy Access

REC'D JUN - 7 1999

A switched Long Distance Product that does not require the customer to purchase any other product or combination of products. Usually purchased by a customer on a call in basis or as a "trial" service to test the services of Convergent Communications.

3.5.2 Executive Network

A switched Long Distance Product that requires the purchase of at least one other Long Distance Product. Usually purchased by a customer in conjunction with Toll Free type service or travel cards.

3.5.3 Network Plus

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3.5.4 V.I.P. Network

A switched Long Distance Product that requires the purchase of multiple products, not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

3.5.5 Dedicated One

T

A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges not included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment, ENS calls will be billed on the basis of 6 seconds minimum and additional increments of 6 seconds thereafter.

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OCT 01 1999  
By *and RS 23*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

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Englewood, Colorado 80112

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AUG 03 1998

3.5 Service Offerings

3.5.1 **Easy Access**

MO. PUBLIC SERVICE COMM

A switched Long Distance Product that does not require the customer to purchase any other product or combination of products. Usually purchased by a customer on a call in basis or as a "trial" service to test the services of Convergent Communications.

3.5.2 **Executive Network**

A switched Long Distance Product that requires the purchase of at least one other Long Distance Product. Usually purchased by a customer in conjunction with Toll Free type service or travel cards.

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A switched Long Distance Product that requires the purchase of another product not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

3.5.4 **V.I.P. Network**

A switched Long Distance Product that requires the purchase of multiple products, not part of the Long Distance Product Family. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

3.5.5 **E.N.S.**

A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges not included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment, ENS calls will be billed on the basis of 6 seconds minimum and additional increments of 6 seconds thereafter.

**CANCELLED**

JUL 07 1999

By *1 R S R 23*  
Public Service Commission  
MISSOURI

**FILED**

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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SEP 18 1998

MISSOURI  
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**P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.**

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**4<sup>th</sup> Revised Sheet 24  
Canceling 3<sup>rd</sup> Revised**

**3.5.6 Reserved for Future Use**

**JUL 24 2000**

**C  
D**

**3.5.7 Employee Service**

**MISSOURI  
Public Service Commission**

A switched Long Distance Product that does not require the employee to purchase any other product or combination of products. Only available to Convergent Communications' employees or designated contractors. Contractors must be approved by the Human Resource Department prior to placing order for service.

**CANCELLED**

**JUN 19 2005**

**By TD-05-403  
Public Service Commission  
MISSOURI**

**FILED**

**SEP 01 2000**

**MISSOURI  
Public Service Commission**

**Date of Issue: July 25, 2000**

**Date Effective: September 1, 2000**

**Karen L. Bedell, Vice President, External Affairs  
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**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

3<sup>rd</sup> Revised Sheet 24  
~~Canceled 2<sup>nd</sup> Revised~~  
~~Service Commission~~

**3.5.6 Dedicated Plus**

A dedicated Long Distance Product that requires the purchase of an EMS product with Dedicated Access Line charges included. Usually purchased by a customer in conjunction with other EMS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

REC'D MAR 21 2000  
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**3.5.7 Employee Service**

A switched Long Distance Product that does not require the employee to purchase any other product or combination of products. Only available to Convergent Communications' employees or designated contractors. Contractors must be approved by the Human Resource Department prior to placing order for service.

**CANCELLED**  
SEP 01 2000  
By 4th RS #24  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED MAY 01 2000

Date of Issue: March 23, 2000

Date Effective: May 1, 2000

Karen L. Bedell, Vice President, External Affairs  
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**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**2<sup>nd</sup> Revised SHEET 24**  
**Canceling 1<sup>st</sup> Revised**

**3.5.6 Dedicated Plus**

A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment.

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**3.5.7 Employee Service**

A switched Long Distance Product that does not require the employee to purchase any other product or combination of products. Only available to Convergent Communications' employees or designated contractors. Contractors must be approved by the Human Resource Department prior to placing order for service.

**CANCELLED**

**MAY 01 2000**  
By **312 RS 24**  
**Public Service Commission**  
**MISSOURI**

**Missouri Public**  
**Service Commission**

**FILED OCT 01 1999**

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
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**Englewood, Colorado 80112**



3.5.6 Dedicated Plus

REC'D JUN - 7 1999

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A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment. Dedicated Plus calls will be billed on the basis of 6 seconds minimum and additional increments of 6 seconds thereafter.

T

3.5.7 Employee Service

A switched Long Distance Product that does not require the employee to purchase any other product or combination of products. Only available to Convergent Communications' employees or designated contractors. Contractors must be approved by the Human Resource Department prior to placing order for service.

CANCELLED

OCT 01 1999

by 2nd RSZ4  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

3.5.6 E.N.S. Plus

A dedicated Long Distance Product that requires the purchase of an ENS product with Dedicated Access Line charges included. Usually purchased by a customer in conjunction with other ENS services such as Frame Relay, Internet Services, WAN/LAN, and equipment. ENS Plus calls will be billed on the basis of 6 seconds minimum and additional increments of 6 seconds thereafter.

MO. PUBLIC SERVICE COMM

3.5.7 Employee Service

A switched Long Distance Product that does not require the employee to purchase any other product or combination of products. Only available to Convergent Communications' employees or designated contractors. Contractors must be approved by the Human Resource Department prior to placing order for service.

CANCELLED

JUL 07 1999

By \ R.S. # 29  
Public Service Commission  
MISSOURI

FILED

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

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SEP 13 1998

MISSOURI  
Public Service Commission

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**1<sup>st</sup> Revised SHEET 25**  
**Canceling Original**

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**3.5.8 Convergent Access Services**

AUG 05 1999

**3.5.8.A. Travel Card, Debit Card, and Conference Services**

MO. PUBLIC SERVICE COMMISSION

Travel Card Service, Debit Card Service, and Conference Services are available.

Travel Card Service enables a customer to place phone calls anywhere within the State of Missouri.

Debit Card service enable customer to place prepaid phone calls anywhere within the State of Missouri.

Conference Service is an operator established or automated service. It enables a Customer to place a telephone call between a calling party and one or more called parties. Operator handled conference services are established by an operator for parties residing in different locations. Convergent, upon request, will establish a conference call at a Customer specified time. Customers may also dial into a toll free number and establish a conference call without the assistance of an operator.

**3.5.8.B. Calling Card Features**

- Operator Assistance – The customer presses the star key and the zero key for assistance with dialing and directory assistance.
- Voice News Network – The customer presses the star key and the one key to access the latest weather, sports, stock quotes, headlines, soap opera updates, news, horoscopes, and lottery results.

**CANCELLED**

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED OCT 01 1999

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**

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AUG 03 1998

3.5.8 Calling Card Services

3.5.8.A Convergent Access Service

MO. PUBLIC SERVICE COMM

Convergent Access Service is designed for Customers who travel or make long distance calls away from their primary service location. Convergent may pass through and bill Customer-initiated charges made to BOC calling. Calling Card calls will be billed on the basis of 60 seconds minimum and additional increments of 6 seconds thereafter.

3.5.8.B Travel Card, Debit Card, and Conference Services

Travel Card Service, Debit Card Service, and Conference Services are available.

Travel Card Service enables a customer to place phone calls anywhere within the State of Georgia or to manage card usage through speed dialing and account codes.

Debit Card service enables customer to place prepaid phone calls anywhere within the State of Georgia.

Conference Service is an operator established service. It enables a Customer to place a telephone call between a calling party and one or more called parties using the Customer's calling card. Operator handled conference services are established by an operator for parties when at least one of the called parties in a different state than the calling party. Convergent, upon request, will establish conference call at a Customer specified time.

CANCELLED

OCT 01 1999  
By *1st RS 25*  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
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FILED  
SEP 13 1998  
MISSOURI  
Public Service Commission

3.5.8.C CCSI Prepaid Calling Cards

MO. PUBLIC SERVICE COMM  
This service permits use of Prepaid Calling Cards for placing long distance calls. Customers may purchase CCSI Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. CCSI Prepaid Calling Cards are available at face values of five dollars (\$5.00), ten dollars (\$10.00), and twenty dollars (\$20.00). CCSI Prepaid Calling Card service is accessed using the CCSI toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. CCSI's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. The total consumed Telecom Units for each call is deducted from the remaining Telecom Unit balance on the Customer's CCSI Prepaid Calling Card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

Calls in progress will be terminated by the Company if the balance on the CCSI Prepaid Calling Card is insufficient to continue the call and the Customer fails to enter the number of another valid CCSI Prepaid Calling Card prior to termination.

CANCELLED

JUN 19 2005  
By TD-05-403  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

SEP 13 1998

MISSOURI  
Public Service Commission

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AUG 03 1998

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CONVERGENT COMMUNICATIONS SERVICES, INC.

ORIGINAL SHEET 27  
MO. PUBLIC SERVICE COMM

A card will expire 12 months from the date of purchase, or the date of last recharge, whichever is later. The Company will not refund unused balances.

A credit allowance for CCSI Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the CCSI Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to an CCSI Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to CCSI Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.

CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs  
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FILED

SEP 13 1998

MISSOURI  
Public Service Commission

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

1<sup>st</sup> Revised SHEET 28  
Canceling Original

3.5.9 Toll Free Services

Convergent Standard Toll Free Service

AUG 05 1999

Upon availability, convergent Standard Toll Free Service provides Customers with a Toll Free number using the 1-800-XXX-XXXX format. When switching from their former Toll Free service provider to Convergent standard Toll Free service, Customers may retain their existing Toll Free number.

3.5.9.A Toll Free Features

- **Message Referral** - provides a recording (up to six months) that informs callers that the toll-free number has been disconnected or refers callers to a new toll-free number. This prevents end-user confusion and increases traffic to the new number.
- **Call Area Selection** increases target-marketing capabilities by allowing users to specify from where toll-free calls can be received.
- **Route Completion** provides the capability to reroute dedicated access traffic to predefined alternate routing groups, minimizing revenue loss due to busy lines.
- **Geographic Routing** provides users with the capability to specify multiple points of termination based on the call's origin. Calls originating from a specific region can be routed to a particular location.
- **Call Distributor** allows a customer to spread their incoming traffic evenly over their dedicated access lines in a trunk group. Customers can specify either ascending, descending, most idle, or least idle. Default setting is "most idle."
- **Time of Day Routing** routes calls to a single Toll-Free number based on the time of day (up to forty-eight (48) time slots of 15-minute increments in a 24-hour period).  
**Day of Week Routing** routes calls to a single Toll-Free number based on each day of the week.  
**Day of Year Routing** routes calls to a single Toll-Free number based on up to fifteen (15) customer-specified holidays.
- **Percent Allocation Routing** routes calls for each originating routing group to two (2) or more terminating locations based on a customer-specified percentage.

CANCELLED

JUN 19 2005

By TD-05-403  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED OCT 01 1999

DATE OF ISSUE: August 5, 1999

DATE EFFECTIVE: October 1, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

RECEIVED

AUG 03 1998

ORIGINAL SHEET 28  
MO. PUBLIC SERVICE COMM

P.S.C. MO. TARIFF NO. 1

CONVERGENT COMMUNICATIONS SERVICES, INC.

3.5.9 Toll Free Services

Convergent Standard Toll Free Service

Upon availability, convergent Standard Toll Free Service provides Customers with a Toll Free number using the 1-800-XXX-XXXX format. When switching from their former Toll Free service provider to Convergent standard Toll Free service, Customers may retain their existing Toll Free number.

3.5.10 Directory Assistance

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will apply for each number requested. A charge will be applicable for each number requested, whether or not the number is listed or published.

CANCELLED

OCT 01 1999  
By 1st RS28  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs

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FILED

SEP 13 1998

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Public Service Commission



**3.5.9.B Toll Free Directory Listing**

Customers subscribing to Toll Free Service can request that their toll free number be listed in the national toll free directory. The Non-Recurring Charge and Monthly-Recurring Charge apply to each toll free number.

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**3.5.10 Directory Assistance**

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will apply for each number requested. A charge will be applicable for each number requested, whether or not the number is listed or published.

**3.6 Term Rider Discounts**

Customers have the option to choose a Term Commitment to receive discount percentages on the VIP Network or Dedicated One products. Customers will receive a discount on their long distance services based on the Term Commitment selected. Discounts apply to long distance charges only, for 1+, Toll Free Inbound, and Travel Cards.

T  
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| <u>Term</u> | <u>Switched<br/>Discount</u> | <u>Dedicated<br/>Discount</u> | RECEIVED<br><br>JUL 24 2000<br><br>MISSOURI<br>Public Service Commission | N<br><br>N |
|-------------|------------------------------|-------------------------------|--|------------|
| 1 year      | 1%                           | 3%                            |  |            |
| 2 years     | 2%                           | 4%                            |  |            |
| 3 years     | 3%                           | 5%                            |  |            |
| 4 years     | 4%                           | 6%                            |  |            |
| 5 years     | 5%                           | 7%                            |  |            |

**3.7 Emergency Call Handling Procedures**

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

**CANCELLED**

**FILED**

JUN 19 2005

SEP 01 2000

by TD-05-403  
Public Service Commission  
MISSOURI

MISSOURI  
Public Service Commission

Date of Issue: July 25, 2000

Date Effective: September 1, 2000

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Englewood, Colorado 80112

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**2<sup>nd</sup> Revised SHEET 29**  
**Canceling 1<sup>st</sup> Revised**

**AUG 05 1999**

**3.5.10 Directory Assistance**

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will apply for each number requested. A charge will be applicable for each number requested, whether or not the number is listed or published.

**3.6 Term Rider Discounts**

Customer has the option of choosing a Term Commitment to receive discount percentages on the VIP Network or Dedicated One products. Customer will receive a discount on its long distance services based on the Term Commitment selected. Discounts apply to long distance charges only, for 1+, Toll Free Inbound, and Travel Cards.

| <u>Term</u> | <u>Switched<br/>Discount</u> | <u>Dedicated<br/>Discount</u> |
|-------------|------------------------------|-------------------------------|
| 1 year      | 1%                           | 3%                            |
| 3 years     | 3%                           | 5%                            |
| 5 years     | 5%                           | 7%                            |

**3.7 Emergency Call Handling Procedures**

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

**CANCELLED**

SEP 01 2000  
By 3rd RS #29  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

**FILED OCT 01 1999**

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
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**Englewood, Colorado 80112**

3.6 Term Rider Discounts

REC'D JUN - 7 1999

Customer has the option of choosing a Term Commitment and receive discount percentages. Customer will receive a discount on its long distance services based on the Term Commitment selected. Discounts apply to long distance charges only, for 1+, Toll Free Inbound, and Travel Cards.

| <u>Term</u> | <u>Switched<br/>Discount</u> | <u>Dedicated<br/>Discount</u> |
|-------------|------------------------------|-------------------------------|
| 1 year      | 1%                           | 3%                            |
| 2 years     | 3%                           | 5%                            |
| 3 years     | 5%                           | 7%                            |

3.7 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

CANCELLED

OCT 01 1999  
By *2nd RSJ*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs

400 Inverness Drive South, Suite 400

Englewood, Colorado 80112

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ORIGINAL SHEET 29

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

3.6 Specialized Pricing Arrangements

MO. PUBLIC SERVICE COMM

Customized service packages and competitive pricing packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers to the Company for proposals or for competitive bids. Service offered under this tariff provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

3.7 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

3.8 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations.

CANCELLED

JUL 07 1999

By 1 RS # 29  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

FILED

SEP 13 1998

MISSOURI  
Public Service Commission

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**4<sup>th</sup> Revised Sheet 30**  
**Canceling 3<sup>rd</sup> Revised**

**SECTION 4 – RATES**

**MISSOURI PUBLIC**  
**Service Commission**  
**REC'D MAR 21 2000**  
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**4.1 Reserved for Future Use**

**4.2 Reserved for Future Use**

**4.3 Network Plus Rates**

\$0.170 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.4 VIP Network Rates**

\$0.165 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**CANCELLED**

**JUN 19 2005**  
by **TD-05-403**  
**Public Service Commission**  
**MISSOURI**

**MISSOURI PUBLIC**  
**Service Commission**

**FILED MAY 01 2000**

**Date of Issue: March 23, 2000**

**Date Effective: May 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
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**Englewood, Colorado 80112**

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

3<sup>rd</sup> Revised Sheet 30  
Canceling 2<sup>nd</sup> Revised

SECTION 4 - RATES

4.1 Easy Access Rates

\$0.180 per minute

I

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

4.2 Executive Network Rates

\$0.175 per minute

I

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

4.3 Network Plus Rates

\$0.170 per minute

I

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

4.4 VIP Network Rates

\$0.165 per minute

I

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**CANCELLED**

MAY 01 2000  
By 4th RS 3C  
Public Service Commission  
MISSOURI

WRITTEN NOTICE OF RATE INCREASE  
AND ITS EFFECTIVE DATE FILED ON

1/28/00

(DATE)

PURSUANT TO SECTION 392.500 (2)  
RSMO SUPP. 1985

EFFECTIVE DATE OF RATE INCREASE

4/1/00

(DATE)

Date of Issue: January 31, 2000

Date Effective: April 1, 2000

Karen L. Bedell, Senior Director, External Affairs  
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Englewood, Colorado 80112

SECTION 4 - RATES

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AUG 05 1999

**4.1 Easy Access Rates**

\$0.150 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.2 Executive Network Rates**

\$0.145 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.3 Network Plus Rates**

\$0.140 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.4 VIP Network Rates**

\$0.135 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**CANCELLED**

APR 01 2000  
3<sup>rd</sup> RS 30  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED OCT 01 1999

DATE OF ISSUE: August 5, 1999

DATE EFFECTIVE: October 1, 1999

Karen L. Bedell, Senior Director, External Affairs  
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Englewood, Colorado 80112

SECTION 4 - RATES

Missouri Public  
Service Commission

4.1 Easy Access Rates

\$0.100 per minute

REC'D JUN - 7 1999

R

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.2 Executive Network Rates

\$0.095 per minute

R

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.3 Network Plus Rates

\$0.090 per minute

R

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.4 VIP Network Plus Rates

\$0.085 per minute

R

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

CANCELLED

OCT 01 1999  
by *274* RS 30  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs  
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Englewood, Colorado 80112



SECTION 4 - RATES

**4.1 Easy Access Rates**

\$0.200 per minute

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

**4.2 Executive Network Rates**

\$0.195 per minute

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

**4.3 Network Plus Rates**

\$0.190 per minute

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

**4.4 VIP Network Plus Rates**

\$0.190 per minute

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

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AUG 03 1998

MO. PUBLIC SERVICE COMM

CANCELLED

JUL 07 1999

By 1st RS # 30  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998

Karen L. Bedell, Director, External Affairs

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FILED

SEP 13 1998

MISSOURI  
Public Service Commission

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**4<sup>th</sup> Revised Sheet 31**  
**Canceling 3<sup>rd</sup> Revised**

**4.5 Dedicated One Rates**

\$0.095 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.6 Reserved for Future Use**

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D

**4.7 Employee Service Rates**

**JUL 24 2000**

\$0.170 per minute

**MISSOURI**  
**Public Service Commission**

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

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**JUN 19 2005**

**by TD-05-403**  
**Public Service Commission**  
**MISSOURI**

**FILED**

**SEP 01 2000**

**MISSOURI**  
**Public Service Commission**

**Date of Issue: July 25, 2000**

**Date Effective: September 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**3<sup>rd</sup> Revised Sheet 31**  
**Canceling 2<sup>nd</sup> Revised**

**4.5 Dedicated One Rates**

\$0.095 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.6 Dedicated Plus Rates**

\$0.100 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

**4.7 Employee Service Rates**

\$0.170 per minute

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Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

WRITTEN NOTICE OF RATE INCREASE  
AND ITS EFFECTIVE DATE FILED ON

1/28/00

(DATE)

PURSUANT TO SECTION 392.500 (2)  
RSMO SUPP. 1985

EFFECTIVE DATE OF RATE INCREASE

4/1/00

(DATE)

**CANCELLED**

SEP 01 2000  
By 4478 #31  
Public Service Commission  
MISSOURI

Date of Issue: January 31, 2000

Date Effective: April 1, 2000

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**2<sup>nd</sup> Revised SHEET 31**  
**Canceling 1<sup>st</sup> Revised**

**4.5 Dedicated One Rates**

\$0.095 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

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**4.6 Dedicated Plus Rates**

\$0.010 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

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**4.7 Employee Service Rates**

\$0.140 per minute

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

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APR 01 2000

By *312 RS 31*  
Public Service Commission  
MISSOURI

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FILED OCT 01 1999

**DATE OF ISSUE: August 5, 1999**

**DATE EFFECTIVE: October 1, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**

**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**P.S.C. MO. TARIFF NO. 1**

**1<sup>st</sup> Revised SHEET 31**  
**Canceling Original**

**Missouri Public  
Service Commission**

**4.5 Dedicated One Rates**

\$0.070 per minute  
Calls are billed in six-second increments.

**REC'D JUN - 7 1999**

**4.6 Dedicated Plus Rates**

\$0.075 per minute  
Calls are billed in six-second increments.

**4.7 Employee Service Rates**

\$0.090 per minute  
Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

**4.8 Calling Card Service Rates**

**4.8.1 Travel Cards**

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.2000            |
| Executive Network   | 0.1800            |
| Network Plus        | 0.1700            |
| VIP Network         | 0.1600            |
| Dedicated One       | 0.1600            |
| Dedicated Plus      | 0.1600            |
| Employee Rate       | 0.1700            |

Calls are billed based on one-minute minimum and additional increments of six seconds thereafter.

**4.8.2 Prepaid Calling Cards**

\$0.3300 Per Telecom Unit  
Calls are billed in one-minute increments.

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Service Commission**

**FILED JUL - 7 1999**

**OCT 01 1999**

By *2nd RS 31*  
**Public Service Commission**

**DATE OF ISSUE: June 1999**

**DATE EFFECTIVE: July 7, 1999**

**Karen L. Bedell, Senior Director, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**

4.5 ENS Rates

\$0.170 per minute

Calls are billed in six-second increments.

4.6 ENS Plus Rates

\$0.180 per minute

Calls are billed in six-second increments.

4.7 Employee Service Rates

\$0.190 per minute

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.8 Calling Card Service Rates

4.8.1 Travel Cards

|                   |                     |
|-------------------|---------------------|
| Switched service  | \$0.2450 per minute |
| Dedicated service | \$0.2100 per minute |

Calls are billed based on one-minute minimum and additional increments of six seconds thereafter.

4.8.2 Prepaid Calling Cards

\$0.3300 Per Telecom Unit

Calls are billed in one-minute increments.

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JUL 07 1999  
By I RS # 31  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

FILED

SEP 13 1998

MISSOURI  
Public Service Commission

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

2<sup>nd</sup> Revised Sheet 31.1  
Canceling 1<sup>st</sup> Revised  
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4.8 Convergent Access Service Rates

4.8.1 Travel Cards

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|                  | <u>Per Minute</u> | MISSOURI<br>Public Service Commission |
|------------------|-------------------|---------------------------------------|
| Network Plus     | 0.1700            |                                       |
| VIP Network      | 0.1600            |                                       |
| Dedicated One    | 0.1600            |                                       |
| Employee Service | 0.1700            |                                       |

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Calls are billed based on a 60-second minimum and 60-second increments thereafter.

4.8.2 Travel Card Features

| <u>Operator Assistance</u>        | <u>Per Call</u> |
|-----------------------------------|-----------------|
| Direct connect/station-to-station | \$ 0.98         |
| Direct connect/person-to-person   | \$ 4.55         |

|                    | <u>Per Minute</u> |
|--------------------|-------------------|
| Voice News Network | \$ 0.38           |

Calling Card Surcharges:

|   | <u>Per Call</u> |
|---|-----------------|
| Intrastate Calling Card Call              | \$0.25          |
| Intrastate Calling Card Call via payphone | \$0.30          |

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4.8.3 Prepaid Calling Cards

\$0.3300 Per Telecom Unit

Calls are billed in one-minute increments.

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SEP 01 2000

MISSOURI  
Public Service Commission

Date of Issue: July 25, 2000

Date Effective: September 1, 2000

Karen L. Bedell, Vice President, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**1<sup>st</sup> Revised Sheet 31.1**  
**Canceling Original**

**4.8 Convergent Access Service Rates**

**4.8.1 Travel Cards**

Per Minute

|                  |        |
|------------------|--------|
| Network Plus     | 0.1700 |
| VIP Network      | 0.1600 |
| Dedicated One    | 0.1600 |
| Dedicated Plus   | 0.1600 |
| Employee Service | 0.1700 |

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Service Commission

REC'D MAR 21 2000

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Calls are billed based on a 60-second minimum and 60-second increments thereafter.

**4.8.2 Travel Card Features**

Operator Assistance

Per Call

|                                   |         |
|-----------------------------------|---------|
| Direct connect/station-to-station | \$ 0.98 |
| Direct connect/person-to-person   | \$ 4.55 |

Per Minute

Voice News Network

\$ 0.38

Calling Card Surcharges:

Per Call

|   |        |
|---|--------|
| Intrastate Calling Card Call              | \$0.25 |
| Intrastate Calling Card Call via payphone | \$0.30 |

**4.8.3 Prepaid Calling Cards**

\$0.3300 Per Telecom Unit

Calls are billed in one-minute increments.

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SEP 01 2000  
By *2nd RS # 31.1*  
Public Service Commission  
MISSOURI

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FILED MAY 01 2000

**Date of Issue: March 23, 2000**

**Date Effective: May 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**



4.8 Calling Card Service Rates

4.8.1 Travel Cards

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.2000            |
| Executive Network   | 0.1800            |
| Network Plus        | 0.1700            |
| VIP Network         | 0.1600            |
| Dedicated One       | 0.1600            |
| Dedicated Plus      | 0.1600            |
| Employee Rate       | 0.1700            |

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Calls are billed based on a 60-second minimum and 60-second increment thereafter.

4.8.2 Travel Card Features

|   |                   |
|---|-------------------|
| <u>Operator Assistance</u>                | <u>Per Call</u>   |
| Direct connect/station-to-station         | \$ 0.98           |
| Direct connect/person-to-person           | \$ 4.55           |
|   | <u>Per Minute</u> |
| Voice News Network                        | \$ 0.38           |
| <u>Calling Card Surcharges:</u>           |                   |
|   | <u>Per Call</u>   |
| Intrastate Calling Card Call              | \$0.25            |
| Intrastate Calling Card Call via payphone | \$0.30            |

4.8.3 Prepaid Calling Cards

\$0.3300 Per Telecom Unit  
Calls are billed in one-minute increments.

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Missouri Public  
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MAY 01 2000

FILED OCT 01 1999

By 15<sup>th</sup> RS 31.1  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 5, 1999

DATE EFFECTIVE: October 1, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**5<sup>th</sup> Revised Sheet 32**  
**Canceling 4<sup>th</sup> Revised**

**4.9 Toll Free Service Rates**

|                  | <u>Per Minute</u> |
|------------------|-------------------|
| Network Plus     | 0.1700            |
| VIP Network      | 0.1650            |
| Dedicated One    | 0.1100            |
| Employee Service | 0.1700            |

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**Public Service Commission**

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

|  | <u>Per Feature Charge</u> | <u>Max Per Toll-Free Number</u> |
|--|---------------------------|---------------------------------|
| Installation Charge                                      | \$ 65.00                  | \$325.00                        |
| Change Order Charge                                      | \$ 65.00                  | \$325.00                        |
| Monthly Recurring Charge                                 | \$ 32.50                  | \$195.00                        |
| Expedite Charge  | \$650.00                  | N/A                             |
| (outside normal interval time of four (4) business days) |                           |                                 |
| Specific Number Request                                  | \$ 25.00                  | N/A                             |

**4.9.1 Toll Free Directory Listing**

|                          | <u>Per Each Toll Free Number</u> |
|--------------------------|----------------------------------|
| Non-Recurring Charge     | \$15.00                          |
| Monthly-Recurring Charge | \$15.00                          |

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**JUN 19 2005**

**TD-05-403**  
**Missouri**  
**Public Service Commission**

**4.10 Directory Assistance**

\$0.60 per listing requested

**4.11 Returned Check Charge**

\$25.00

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**SEP 01 2000**

**4.12 Payphone Dial Around Surcharge**

A dial around surcharge of \$0.25 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

**MISSOURI**  
**Public Service Commission**

**Date of Issue: July 25, 2000**

**Date Effective: September 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
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**Englewood, Colorado 80112**

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**4<sup>th</sup> Revised Sheet 32**  
**Canceling 3<sup>rd</sup> Revised**

**4.9 Toll Free Service Rates**

**Missouri Public  
Service Commission**

Per Minute

**REC'D MAR 21 2000**

|                  |        |
|------------------|--------|
| Network Plus     | 0.1700 |
| VIP Network      | 0.1650 |
| Dedicated One    | 0.1100 |
| Dedicated Plus   | 0.1200 |
| Employee Service | 0.1700 |

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Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

|   | <u>Per Feature<br/>Charge</u> | <u>Max Per<br/>Toll-Free Number</u> |
|---|-------------------------------|-------------------------------------|
| Installation Charge   | \$ 65.00                      | \$325.00                            |
| Change Order Charge   | \$ 65.00                      | \$325.00                            |
| Monthly Recurring Charge  | \$ 32.50                      | \$195.00                            |
| Expedite Charge<br>(outside normal interval time of four (4) business days) | \$650.00                      | N/A                                 |
| Specific Number Request   | \$ 25.00                      | N/A                                 |

**4.10 Directory Assistance**

\$0.60 per listing requested

**CANCELLED**

**4.11 Returned Check Charge**

\$25.00

**SEP 01 2000**  
**By 5428 #32**  
**Public Service Commission**  
**MISSOURI**

**4.12 Payphone Dial Around Surcharge**

A dial around surcharge of \$0.25 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

**Missouri Public  
Service Commission**

**FILED MAY 01 2000**

**Date of Issue: March 23, 2000**

**Date Effective: May 1, 2000**

**Karen L. Bedell, Vice President, External Affairs**  
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**Englewood, Colorado 80112**

P.S.C. MO. TARIFF NO. 1  
CONVERGENT COMMUNICATIONS SERVICES, INC.

3<sup>rd</sup> Revised Sheet 32  
Canceling 2<sup>nd</sup> Revised

4.9 Toll Free Service Rates

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.1800            |
| Executive Network   | 0.1750            |
| Network Plus        | 0.1700            |
| VIP Network         | 0.1650            |
| Dedicated One       | 0.1100            |
| Dedicated Plus      | 0.1200            |
| Employee            | 0.1700            |

Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

|  | <u>Per Feature Charge</u> | <u>Max Per Toll-Free Number</u> |
|--|---------------------------|---------------------------------|
| Installation Charge                                      | \$ 65.00                  | \$325.00                        |
| Change Order Charge                                      | \$ 65.00                  | \$325.00                        |
| Monthly Recurring Charge                                 | \$ 32.50                  | \$195.00                        |
| Expedite Charge  | \$650.00                  | N/A                             |
| (outside normal interval time of four (4) business days) |                           |                                 |
| Specific Number Request                                  | \$ 25.00                  | N/A                             |

4.10 Directory Assistance

\$0.60 per listing requested

4.11 Returned Check Charge

\$25.00

4.12 Payphone Dial Around Surcharge

A dial around surcharge of \$0.25 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

**CANCELLED**

MAY 01 2000

By 4th RS 32  
Public Service Commission  
MISSOURI

Date of Issue: January 31, 2000

Date Effective: April 1, 2000

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
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**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**2<sup>nd</sup> Revised SHEET 32**  
**Canceling 1<sup>st</sup> Revised**

**4.9 Toll Free Service Rates**

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.1300            |
| Executive Network   | 0.1000            |
| Network Plus        | 0.0900            |
| VIP Network         | 0.0850            |
| Dedicated One       | 0.0500            |
| Dedicated Plus      | 0.0600            |
| Employee            | 0.0900            |

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Calls are billed based on a 6-second minimum and additional increments of six seconds thereafter.

|  | <u>Per Feature Charge</u> | <u>Max Per Toll-Free Number</u> |
|--|---------------------------|---------------------------------|
| Installation Charge                                      | \$ 65.00                  | \$325.00                        |
| Change Order Charge                                      | \$ 65.00                  | \$325.00                        |
| Monthly Recurring Charge                                 | \$ 32.50                  | \$195.00                        |
| Expedite Charge  | \$650.00                  | N/A                             |
| (outside normal interval time of four (4) business days) |                           |                                 |
| Specific Number Request                                  | \$ 25.00                  | N/A                             |

**4.10 Directory Assistance**

\$0.60 per listing requested

**CANCELLED**

**4.11 Returned Check Charge**

\$25.00

APR 01 2000

By 3-12 RS 32  
**Public Service Commission**  
**MISSOURI**

**4.12 Payphone Dial Around Surcharge**

A dial around surcharge of \$0.25 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

Missouri Public  
Service Commission

FILED OCT 01 1999

DATE OF ISSUE: August 5, 1999

DATE EFFECTIVE: October 1, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

4.9 Toll Free Service Rates

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.1300            |
| Executive Network   | 0.1000            |
| Network Plus        | 0.0900            |
| VIP Network         | 0.0850            |
| Dedicated One       | 0.0500            |
| Dedicated Plus      | 0.0600            |
| Employee            | 0.0900            |

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REC'D JUN - 7 1999

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A \$10 per month per number service charge applies.  
Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.10 Directory Assistance

\$0.63 per listing requested

4.11 Returned Check Charge

\$25.00

4.12 Payphone Dial Around Surcharge

A dial around surcharge of \$0.25 per call will be added to any completed INTRAstate toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

R

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OCT 01 1999  
By *2nd RS32*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUL - 7 1999

DATE OF ISSUE: June 7, 1999

DATE EFFECTIVE: July 7, 1999

Karen L. Bedell, Senior Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

4.9 Toll Free Service Rates

|                     | <u>Per Minute</u> |
|---------------------|-------------------|
| Easy Access Service | 0.1500            |
| Executive Network   | 0.1050            |
| Network Plus        | 0.1000            |
| VIP Network         | 0.1000            |
| ENS                 | 0.0700            |
| ENS Plus            | 0.0800            |
| Employee            | 0.1000            |

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A \$10 per month per number service charge applies.

Calls are billed based on an 18-second minimum and additional increments of six seconds thereafter.

4.10 Directory Assistance

\$.63 per listing requested

4.11 Returned Check Charge

\$25.00

4.12 Payphone Dial Around Surcharge

A dial around surcharge of \$.35 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

CANCELLED

JUL 07 1999

By / RS #32  
Public Service Commission  
MISSOURI

DATE OF ISSUE: August 4, 1998 DATE EFFECTIVE: September 18, 1998  
Karen L. Bedell, Director, External Affairs  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

FILED

SEP 13 1998

MISSOURI  
Public Service Commission

**P.S.C. MO. TARIFF NO. 1**  
**CONVERGENT COMMUNICATIONS SERVICES, INC.**

**1<sup>st</sup> Revised Sheet 33**  
**Canceling Original**

**SECTION 5 - PROMOTIONAL OFFERINGS**

From time to time the Company may engage in special promotional offerings. These offerings may be limited to certain dates, times and/or locations. These promotions may be in the form of waived or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new customers or to increase existing Customer awareness of a particular service.

**5.1 Reserved for Future Use**

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**REC'D MAR 21 2000**

**CANCELLED**

**JUN 19 2005**

**by TD-05-403  
Public Service Commission  
MISSOURI**

**Missouri Public  
Service Commission**

**FILED MAY 01 2000**

**Issued: March 23, 2000**

**Effective: May 1, 2000**

**By: Karen L. Bedell, Vice President, External Affairs**  
**Convergent Communications Services, Inc.**  
**400 Inverness Drive South, Suite 400**  
**Englewood, Colorado 80112**



SECTION 5 - PROMOTIONAL OFFERINGS

REC'D MAY 04 1999

From time to time the Company may engage in special promotional offerings. These offerings may be limited to certain dates, times and/or locations. These promotions may be in the form of waived or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new customers or to increase existing Customer awareness of a particular service.

5.1 Jump Start Promotion

Convergent will offer its new Customers the following Jump Start promotion rates, beginning June 1, 1999 through August 1, 1999.

| <u>Intrastate Long Distance Products</u> | <u>Per Minute</u> |
|--|-------------------|
| Easy Access                              | 0.150             |
| Exec Network                             | 0.145             |
| Network Plus                             | 0.140             |
| VIP Network                              | 0.135             |
| ENS Plus                                 | 0.100             |
| ENS                                      | 0.095             |
| Employee Rate                            | 0.140             |
| <u>Travel Card</u>                       |                   |
| Easy Access                              | 0.200             |
| Exec Network                             | 0.180             |
| Network Plus                             | 0.170             |
| VIP Network                              | 0.160             |
| ENS Plus                                 | 0.160             |
| ENS                                      | 0.160             |
| Employee Rate                            | 0.170             |
| <u>Toll Free Services</u>                |                   |
| Easy Access                              | 0.130             |
| Exec Network                             | 0.100             |
| Network Plus                             | 0.090             |
| VIP Network                              | 0.085             |
| ENS Plus                                 | 0.060             |
| ENS                                      | 0.050             |
| Employee Rate                            | 0.090             |

CANCELLED

MAY 01 2000

By 1st RS 33

Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JUN 04 1999

Issued: May 4, 1999

Effective: June 4, 1999

By: Karen L. Bedell, Senior Director, External Affairs

Convergent Communications Services, Inc.

400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112

SECTION 6 – INDIVIDUAL CASE BASIS ARRANGEMENTS

Private line services will be made available to customers in a non-discriminatory manner. Rates for interexchange and local exchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

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**CANCELLED**

JUN 19 2005

TD-05-403  
MISSOURI  
Public Service Commission

**FILED**

SEP 01 2000

MISSOURI  
Public Service Commission

Issued: July 25, 2000

Effective: September 1, 2000

By: Karen L. Bedell, Vice President, External Affairs  
Convergent Communications Services, Inc.  
400 Inverness Drive South, Suite 400  
Englewood, Colorado 80112