

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

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Effective XXXXXXXXXX

By: G. Clay Bailey, Vice President Government Relations
PO Box 4065, Monroe, Louisiana 71211

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

A. General

1. The term "Service Charges" as specified and used herein and in other sections of this tariff is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, and other telephone facilities.
2. The total service charge applicable for work performed by the Company in response to a customer's request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.
3. Payment of service charges may be required before the work is begun. See Advance Payments and Deposits in the GENERAL REGULATIONS section.
4. Service charges are not applicable for:
 - a. Work functions which are not required to meet the customer's request.
 - b. Normal maintenance and repair of the Company's equipment and service.
 - c. Removal or discontinuance of equipment or service.
5. Residential customers may pay the service charges, for the establishment of local telephone service, in equal monthly installments over a period of six (6) months.
6. Low income residential customers may be eligible for reduced service charges as found in E.

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SERVICE CHARGES

B. Description of Work Function

1. Service Ordering

- a. The service ordering function is the work performed by the Company in connection with the receiving, recording, and processing of customer requests for service.
- b. Service ordering work associated with the connection of main station service and other services requiring central office line connection work is identified as primary service ordering work. Also, service ordering work associated with changing account responsibility on an existing service is identified as primary service ordering work.
- c. The service ordering work associated with connecting, moving, or changing supplemental items of service and equipment where there is no central office line connection work, is identified as secondary service ordering work.

2. Central Office Line Connection

- a. The central office line connection function is the work associated with the line extending from the serving central office to the customer's premises. This includes the work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises.

3. Trip Charge

- a. The Trip function is the visit to the customer's location, when required, in connection with the establishment of service or rearrangement of service.

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SERVICE CHARGES

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C. Rate Application

1. Service Charges are in addition to all other applicable rates and charges associated with the service and equipment being provided.
2. One or more charges may be applicable, based on the services or equipment requested by the customer.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work interruptions by the customer.

If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

4. No service charges other than termination agreement charges apply for the disconnection, discontinuance or removal of equipment or service.
5. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
6. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchange.
7. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service.

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

- 8. Service charges do not apply for the reestablishment for the same customer of service at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous customer.
- 9. Service Order Charge
 - a. The Primary Service Order Charge is applicable for:
 - 1. Initial connection of service;
 - 2. Move from one premises to another;
 - 3. Telephone number change at customer's request;
 - 4. Upgrade or downgrade at customer's request;
 - 5. Change party line association at customer's request; and
 - 6. Connection of additional central office lines, trunks, line segments and other services involving central office connections.

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REC'D MAY 01 2000

C. Rate Application (Continued)

9. Service Order Charge

b. The Secondary Service Order Charge applies on all service orders not included under the Primary Service Order Charge. The charge, for example, is applicable for requests of the following connections, additions, moves or changes to established service:

1. Connection of on-premises extension stations or lines;
2. Connection or establishment of additional services, equipment, or lines other than central office lines, trunks or line segments;
3. Establishment of an additional, miscellaneous, nonpublished, nonlisted, no-address, or dual-name directory listing;
4. Inside move or change of equipment or service; and
5. Transfer of facilities from one building (mobile or otherwise) to another building of the same customer on the same premises or disconnection and connection of facilities involved in a move from one location to another location and re-establishment of service for the same customer on the same premises when there is no interruption of service other than that incident to the work involved.

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SERVICE CHARGES

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for:

1. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
2. Orders issued for correction purposes, e.g., an order to correct an address for which the customer has no control, an order issued as a result of Company error, etc.
3. Removal of an additional listing.
4. Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or the Division Manager.
5. Bill date change without a telephone number change.
6. Primary listing change caused by death, marriage or divorce of the listed customer.
7. Party line association change after contact by local management has not resolved the customer complaint.
8. Billing address change to ensure delivery of the telephone bill.
9. Service orders issued to remove telephone equipment and for noting company records that customer owned equipment is being utilized.

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for: (Continued)

- 10. Change in telephone number or change or correction of directory listings made at the Company's initiative or at the customer's request when the change is required for connection of satisfactory service or to better identify the customer's number.

10. Line Connection Charge

a. The Line Connection Charge is applicable:

- 1. Each time service is established or reconnected at a customer's location.
- 2. For each line restored or reconnected after denial for nonpayment.
- 3. For all telephone number changes due to customer request.
- 4. For each drop line moved, changed, or rearranged at customer request.
- 5. For each line changed from single line to rotary hunt group or from rotary hunt group to single line service.
- 6. For each line upgraded or downgraded (central office work required) at customer request.

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

10. Line Connection Charge

a. The Line Connection Charge is applicable:

7. The line connection charge applies as specified below for work required in the central office on local private lines, local tie lines, local off-premises extension lines, FCO and FX lines and trunks.

a. For the establishment of a local private line, local tie line or local off-premises extension line one line connection charge is applicable per line segment for each serving central office in which a connection of that segment is required.

b. For the connection of additional line segments to an existing line or trunk or to an existing local private line, local tie line or local OPX line, one line connection charge is applicable per line segment for work in each serving central office in which a connection of that segment is required.

c. For the connection of a Foreign Exchange or Foreign Central Office line or trunk, one line connection charge applies for each exchange or central office area (home and/or foreign) of the Company where central office work is required. For a number change on FX or FCO lines or trunks, a central office work charge applies only for the exchange or central office area from which the Foreign Exchange Service is furnished. Charges, if any, applicable to central office work in the exchange(s) of another company are those applicable for that company.

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

10. Line Connection Charge (Continued)

b. Line Connection Charges do not apply for:

1. Regrades due to Company reasons.
2. Telephone number changes due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.
3. Bill date changes negotiated between the Company and the customer.
4. Party line changes after contact by local Management with all party line users has not resolved customer complaint.
5. Service orders issued for Company reasons or due to Company error.
6. Connection of circuits that do not require central office work.

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SERVICE CHARGES

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C. Rate Application (Continued)

11. Trip Charge

a. The Trip Charge is applicable:

1. When a Company employee goes either to the drop, protector, cross connect box and/or to the customer premises to perform requested work. Only one Trip Charge applies when the Company employee goes to more than one of the above mentioned locations when working an Order.
2. Two or more Trip Charges are applicable:
 - a) When the same customer's request involves more than one premises.
 - b) When a trip is required to two or more buildings in connection with PBX/PABX, Key System or Centrex Service. One Trip Charge applies for each building.
3. For each party line customer restored or reconnected after suspension of service for nonpayment.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

D. Charges

NRC

Primary Service Order Charge, each

Business	\$35.00	(I)
Residence	25.00	

Secondary Service Order Charge, each

Business	20.00	
Residence	15.00	
Line Connection Charge, each	15.50	
Trip Charge, each	19.50	(I)

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Effective: March 14, 2004

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SERVICE CHARGES

REC'D MAY 01 2000

D. Charges

	<u>NRC</u>
Primary Service Order Charge, each	
Business	\$23.00
Residence	15.00
Secondary Service Order Charge, each	
Business	14.80
Residence	8.65
Line Connection Charge, each	12.00
Trip Charge, each	7.00

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PO Box 4065, Monroe, Louisiana 71211

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SERVICE CHARGES

REC'D MAY 01 2000

E. Link Up Missouri

1. Application

a. Applicable to qualifying residential households as defined under eligibility requirements below. These reduced charges described below shall be assessed only for a single residential telephone line per eligible household at principle place of residence.

1) All tariffed charges(1) applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars, whichever is less.

a. The following GSECs are applicable:

	<u>GSEC</u>
1) Initial Service Ordering Charge	NSOI R LU
2) Line Connection Charge	NLC R LU
2) An interest free, 6-month deferred payment schedule will be established for the charges of initiating local telephone service at the customer's option. The company shall inform each eligible customer of the availability of the 6-month deferred payment schedule.	

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(1) These do not include other charges that may be required at the initiation of service such as security deposit, contribution in aid of construction, customer advances, etc.

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SERVICE CHARGES

REC'D MAY 01 2000

E. Link Up Missouri (Continued)

2. Eligibility Requirements

a. The following requirements shall be used by the company to determine the eligibility of a customer for Link Up Missouri assistance.

- 1) For federal income tax purposes, the applicant is not a dependent unless over sixty (60) years of age.
- 2) The applicant is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. For a period of 90 days beginning July 10, 2009, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)

b. For a period of 90 days beginning July 10, 2009, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)

c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning July 10, 2009, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95*

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Reserved for Future Use

e. Residential Winback Promotion: For a period of 90 days beginning July 10, 2009, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. For a period of 90 days beginning April 1, 2009, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)

b. For a period of 90 days beginning April 1, 2009, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)

c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning April 1, 2009, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95*

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Reserved for Future Use

e. Residential Winback Promotion: For a period of 90 days beginning April 1, 2009, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning October 3, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning October 3, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning October 3, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95*

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
 - d. Reserved for Future Use
 - e. Residential Winback Promotion: For a period of 90 days beginning October 3, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Chantel Mosby
Director, Tariffs and Compliance
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning July 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning July 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning July 1, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95*

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
 - d. Reserved for Future Use
 - e. Residential Winback Promotion: For a period of 90 days beginning July 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Chantel Mosby
Director, Tariffs and Compliance
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning April 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning April 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Second Line \$9.95 Bundle promotion (D)
(N)

For a period of 90 days beginning April 1, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion.

Residential Monthly Rate \$9.95*

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. (N)
 - d. Reserved for Future Use (C)
(D)
 - e. Residential Winback Promotion: For a period of 90 days beginning April 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Chantel Mosby
Director, Tariffs and Compliance
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning January 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning January 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Caller ID Plus: For a period of 90 days beginning January 1, 2008, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - d. Caller ID Extra: For a period of 90 days beginning January 1, 2008, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - e. Residential Winback Promotion: For a period of 90 days beginning January 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning October 1, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning October 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Caller ID Plus: For a period of 90 days beginning October 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - d. Caller ID Extra: For a period of 90 days beginning October 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Chantel Mosby
Manager, Tariffs and Compliance
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 89 days beginning July 2, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 89 days beginning July 2, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Caller ID Plus: For a period of 89 days beginning July 2, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - d. Caller ID Extra: For a period of 89 days beginning July 2, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Manager, Tariffs and Compliance
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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning April 1, 2007, the Company will waive the nonrecurring charges for residential and single-line business customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning April 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. Caller ID Plus: For a period of 90 days beginning April 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - d. Caller ID Extra: For a period of 90 days beginning April 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

Issued: March 22, 2007

Effective: April 1, 2007

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, Louisiana

CANCELLED
July 2, 2007
Missouri Public
Service Commission

Filed
Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning January 1, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
 - b. For a period of 90 days beginning January 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
 - c. For a period of 90 days beginning January 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - d. For a period of 90 days beginning January 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

Issued: December 14, 2006

Effective: December 24, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, Louisiana

Cancelled

April 1, 2007

Missouri Public
Service Commission

Filed

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For a period of 90 days beginning October 1, 2006 the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
(C)
 - b. For a period of 90 days beginning October 1, 2006 the Company will waive the nonrecurring charges for installation of additional residential lines during the promotion. (C)
(C)
(C)
 - c. For a period of 90 days beginning October 1, 2006 residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
 - c. For a period of 90 days beginning October 1, 2006 the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (N)
|
(N)

Issued: September 18, 2006

Effective October 1, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

Cancelled

December 24, 2006

Missouri Public
Service Commission

Filed

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install any custom calling feature during the promotional period July 3, 2006 through September 30, 2006, not to exceed 90 days from the promotion start date, will have the nonrecurring charges waived for installation of the service. (T)
(C)

b. For the period July 3, 2006 through September 30, 2006, not to exceed 90 days from the promotion start date, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (C)
(C)

(D)
|
(D)

Issued: June 23, 2006

Effective July 3, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

Cancelled

October 1, 2006

Missouri Public
Service Commission

Filed

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install any custom calling feature during the promotional period April 1, 2006 through June 30, 2006 will have the nonrecurring charges waived for installation of the service. (T)

b. For the period April 1, 2006 through June 30, 2006, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (T)

c. During the period April 1, 2006 through June 30, 2006, the Company will waive all nonrecurring charges for the installation of business services including Business Assist, Key, PABX and DID Trunks. (N)
(N)
(N)

(D)

(D)

Issued: March 20, 2006

Effective April 1, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

Cancelled

July 3, 2006

Missouri Public
Service Commission

Filed

Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 1, 2006 through March 31, 2006 will have the nonrecurring charges waived for installation of the service. (T)
 - b. For the period January 1, 2006 through March 31, 2006, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (T)
(N)
(N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

Issued: December 14, 2005

Effective January 1, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

Cancelled

April 1, 2006
Missouri Public
Service Commission

Filed
Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

CANCELLED

January 1, 2006

SERVICE CHARGES

**MISSOURI PUBLIC
SERVICE COMMISSION**

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period October 1, 2005 through December 31, 2005 will have the nonrecurring charges waived for installation of the service. (N)
 - b. For the period October 1, 2005 through December 31, 2005, the Company will waive the first month's recurring charge, and the nonrecurring charges applicable to the installation of residential or business access lines. (N)
|
(N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

Issued: September 20, 2005

Effective October 1, 2005

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period July 1, 2005 through September 30, 2005 will have the nonrecurring charges waived for installation of the service. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between July 1, 2005 through September 30, 2005, will receive a waiver of the applicable nonrecurring installation charges. (N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

CANCELLED

October 1, 2005

**MISSOURI PUBLIC
SERVICE COMMISSION**

Issued: June 13, 2005

Effective July 1, 2005

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

CANCELLED

July 1, 2005

GENERAL AND LOCAL EXCHANGE TARIFF

**MISSOURI PUBLIC
SERVICE COMMISSION**

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period March 15, 2005 through June 30, 2005 will have the nonrecurring charges waived for installation of the service. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between April 1, 2005 through June 30, 2005, will receive a waiver of the applicable nonrecurring installation charges. (N)
(N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account. (N)
|
(N)
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

CANCELLED

March 15, 2005

GENERAL AND LOCAL EXCHANGE TARIFF

**MISSOURI PUBLIC
SERVICE COMMISSION**

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 1, 2005 through March 15, 2005 will have the nonrecurring charges waived for installation of the service. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between January 2, 2005 and March 31, 2005, will receive a waiver of the first month's charge and the non-recurring service charges. (N)
(N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

(D)
(D)
(D)

Issued: December 6, 2004

Effective January 1, 2005

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

CANCELLED

January 1, 2005

GENERAL AND LOCAL EXCHANGE TARIFF

**MISSOURI PUBLIC
SERVICE COMMISSION**

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period October 15, 2004 through December 15, 2004 will have the nonrecurring charges waived for installation of the service. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between October 1, 2004 and December 31, 2004, will receive a waiver of the non-recurring service charges. (N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.
 - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service.

Issued: September 10, 2004

Effective October 1, 2004

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

CANCELLED

GENERAL AND LOCAL EXCHANGE TARIFF

October 1, 2005

**MISSOURI PUBLIC
SERVICE COMMISSION**

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period July 15, 2004 through September 30, 2004 will have the nonrecurring charges waived for installation of the service. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between July 1, 2004 and September 30, 2004, will receive a waiver of the non-recurring service charges. (N)
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.
 - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service.

Issued: June 18, 2004

Effective: July 1, 2004

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, LA

CANCELLED

CenturyTel of Northwest Arkansas, LLC (Missouri) JUL 0 1 2004

PSC MO. NO. 1

SECTION 6

12th Revised Sheet 14

11th Revised Sheet 14

By **BTH/PSY**
Public Service Commission
MISSOURI

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D MAR 01 2004

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 5, 2004 through March 31, 2004 will have the nonrecurring charges waived for installation of the service. (C)
 - b. Residential and single-line business customers who install an additional line at the same premises between January 5, 2004 and March 31, 2004, will receive a waiver of the non-recurring service charges.
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
 - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges. (N)
 - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free. (N)
 - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service. (N)

Issued: March 1, 2004

Effective: March 11, 2004

By: Jeffrey Glover, Vice President External Relations
PO Box 4065, Monroe, Louisiana 71211

**Missouri Public
Service Commission**

FILED MAR 11 2004

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D DEC 10 2003

F. Special Promotions

Service Commission

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 5, 2004 through February 29, 2004 will have the nonrecurring charges waived for installation of the service.
 - b. Residential and single-line business customers who install an additional line at the same premises between January 5, 2004 and March 31, 2004, will receive a waiver of the non-recurring service charges.
 - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
 - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.

(N)

(N)

CANCELLED

MAR 11 2004
by 12th RS 14
Public Service Commission
MISSOURI

Issued: December 10, 2003

Effective: January 5, 2004

By: Jeffrey Glover, Vice President External Relations
PO Box 4065, Monroe, Louisiana 71211

Missouri Public
Service Commission

FILED JAN 05 2004

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

Missouri Public

REC'D SEP 04 2003

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. For the period October 1, 2003 through December 1, 2003 customers who order any version of Simple Choice™ excluding Simple Choice Two will receive a \$5.00 credit per month for 3 months (\$15.00 total). This promotion is available to business customers with one to three lines and residential customers. (N)
 - b. Residential and single-line business customers who install an additional line at the same premises between August 1, 2003 and September 30, 2003, will receive a waiver of the non-recurring service charges. (N)
 - c. For the period October 1, 2003 through December 1, 2003, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free. (N)
 - d. Residential and single-line business customers who install any custom calling feature during the promotional period October 1, 2003 through December 1, 2003 will have the nonrecurring charges waived for installation of the service. (N)
 - e. Residential and single-line business customers who install an additional line at the same premises between October 15, 2003 and December 31, 2003, will receive a waiver of the non-recurring service charges. (N)

CANCELLED

JAN 05 2004
B. HRS 14
Public Service Commission
MISSOURI
Effective: October 1, 2003

Issued: September 4, 2003

By: Jeffrey Glover, Vice President External Relations
PO Box 4065, Monroe, Louisiana 71211

Missouri Public
Service Commission

FILED OCT 01 2003

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

Missouri Public
Service Commission

REC'D JUL 01 2003

F. Special Promotions

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who subscribe to additional or new Centrex lines during the promotional period from July 15, 2003 through September 15, 2003 will receive a waiver of the non-recurring service charges. (C)
 - b. Residential and single-line business customers who install an additional line at the same premises between August 1, 2003 and September 30, 2003, will receive a waiver of the non-recurring service charges. (C)
 - c. 90 Day Guarantee/Caller ID: Customers who subscribe to Caller ID during the period July 15, 2003 through September 15, 2003 will be offered: (C)
 - 1. a 90 day satisfaction guarantee where if they are dissatisfied with the service and disconnect within the first 90 days, they will be given credit for the entire time they have had the service, up to 90 days, or:
 - 2. a credit for the first months recurring charge
 - d. For the period July 15, 2003 through September 15, 2003 customers who order Simple Choice™ Service will receive a \$10.00 credit on their first month's bill. A customer is only eligible for one \$10.00 credit per account. (C)
 - e. Residential and single-line business customers who install an additional line at the same premises between October 15, 2003 and December 31, 2003, will receive a waiver of the non-recurring service charges. (N)
 - f. Residential and single-line business customers who install any custom calling feature, including Caller ID, during the promotional period July 15, 2003 through September 15, 2003 will have the nonrecurring charges waived for installation of the service. (N)

CANCELLED
OCT 01 2003
By 104h RS 14
Public Service Commission
MISSOURI

Issued: July 1, 2003

Effective: July 11, 2003

By: Jeffrey Glover, Vice President External Relations
PO Box 4065, Monroe, Louisiana 71211

Missouri Public
Service Commission

FILED JUL 11 2003

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

~~Missouri Public~~
Service Commission

REC'D MAY 06 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
 - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 30, 2003, will receive a waiver of the non-recurring service charges. (C)
 - c. Residential and single-line business customers who subscribe to Caller ID between April 15, 2003 and June 15, 2003 will receive a waiver of the Non-recurring Service Charge and the first month's recurring rate. In conjunction with the Caller ID promotion the Non-recurring Service Charge for each additional custom-calling feature installed at the same premises will be waived.

During the same period customers who sign up for Simple Choice™ Service and keep the service for at least two months will be eligible to receive a rebate check of \$25.00. In order to receive the rebate, customers must submit copies of their bills by October 31, 2003 as proof of service. Customers who have not paid their bills for service are not eligible for the rebate.

CANCELLED

JUL 11 2003
AHR/S14
Public Service Commission
MISSOURI

Issued: May 6, 2003

Effective: June 15, 2003

By: Jeffrey Glover, Vice President External Relations
PO Box 4065, Monroe, Louisiana 71211

Missouri Public
Service Commission

FILED JUN 15 2003

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SERVICE CHARGES

REC'D MAR 14 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
 - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 15, 2003, will receive a waiver of the non-recurring service charges.
 - c. Residential and single-line business customers who subscribe to Caller ID between April 15, 2003 and June 15, 2003 will receive a waiver of the Non-recurring Service Charge and the first month's recurring rate. In conjunction with the Caller ID promotion the Non-recurring Service Charge for each additional custom-calling feature installed at the same premises will be waived.

During the same period customers who sign up for Simple Choice™ Service and keep the service for at least two months will be eligible to receive a rebate check of \$25.00. In order to receive the rebate, customers must submit copies of their bills by October 31, 2003 as proof of service. Customers who have not paid their bills for service are not eligible for the rebate.

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MISSOURI

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Missouri Public
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SERVICE CHARGES

RECD JAN 30 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
 - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 15, 2003, will receive a waiver of the non-recurring service charges. (N)
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(N)

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THURS 14
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GENERAL AND LOCAL EXCHANGE TARIFFS
Missouri Public Service Commission

SERVICE CHARGES

REC'D DEC 24 2002

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.

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(C)

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64th RS 14
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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

REC'D MAR 20 2002

Service Commission

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2002 and May 31, 2002, will receive a waiver of the non-recurring service charges.

(C)
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(C)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D DEC 19 2001

F. Special Promotions

Service Commission

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission. (C)

 - a. Business or Centrex customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 31, 2002 through March 31, 2002 will receive a waiver of non-recurring charges. In addition, the first month's recurring charges will be waived for Centrex features. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D AUG 20 2001

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install an additional line at the same premises between September 3, 2001 and October 31, 2001, will receive a waiver of the non-recurring service charges.

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DEC 31 2001
By 3rd RS 14
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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public

SERVICE CHARGES

REC'D APR 24 2001

F. Special Promotions

Service Commission

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2001 and June 30, 2001, will receive a waiver of the non-recurring service charges. (C)

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Missouri Public
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CenturyTel of Northwest Arkansas, LLC (Missouri)

PSC MO. NO. 1
SECTION 6
Original Sheet 14

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
 - a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2001 and May 30, 2001, will receive a waiver of the non-recurring service charges.

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157 RS 14
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE

1. General

Digital Centrex Service is a fully integrated digital communication central office service designed to serve customers with 2 to 200 lines.

2. Rates

The rates set forth below are for Company provided services & equipment; station equipment is located at the designated customer location(s).

Digital Centrex Service Access Rates:

In addition to rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Section 4, apply as appropriate.

The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Digital Centrex Intragroup Calling Lines and is in addition to the rates described below.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

Intragroup Calling Services (lines not designated as access lines).

Intragroup Calling Service lines provide communication paths for intrabusiness system calling.

Intragroup Calling Service Monthly Rates Per Line:

<u>1 - 200 lines</u>	<u>GSEC</u>	<u>Monthly Rate</u>
0 - .5 miles	IG01	\$2.40
.6 - 1.0 miles	IG02	3.60
1.1 - 1.5 miles	IG03	4.80
1.6 - 2.0 miles	IG04	6.05

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Basic Service (per line)*		
Customer with 2 lines, each	IBNA	\$3.50
Customer with 3 lines or more, but less than 7 lines, each	IBNB	3.00
Customer with 7 lines or more, each	IBNC	2.50

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* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Enhanced Services & Features (per line)*		
Business Set Service** (excludes customer premise equipment)	IBNJ	\$ 2.45
Enhanced Business Service	IBNF	2.95
Station Message Detail Recorder	IBNG	2.95
Enhanced Station Message Detail Recorder	IBNH	4.15
Automatic Route Selection	IBNI	2.05
Datapath Basic	IBNK	4.50
Hospital Communications	IBNU	.50
Console Alerting	IBNN	.50
Electronic Switched Network	IBNO	5.10
Cut-Thru Dialing	IBNP	.50

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MAR 14 2004

1st RS 3

Public Service Commission
MISSOURI

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* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

** A Central Office Software feature. CPE may be provided by the customer.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions

Customers subscribing to Digital Centrex Service will be required to have a minimum of two (2) access lines. The customer may not mix business with residential lines of service within the same Digital Centrex Service subscription.

If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company. This provision is applicable to Business Set Service.

Digital Centrex basic and enhances services and features are only offered in central offices equipped to provide such service.

Service area is limited to manufacturer's equipment specifications with respect to distance from the central office.

The minimum charge for service provided under this tariff shall be one month.

The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in GENERAL SERVICES, Section 5 of this tariff, or may be provided free if in the judgement of the Company such listings will improve service to the public, -or reduce Company operating costs, or both.

Extended Area Service (EAS) is available with this Service in the event the customer's Central Office Exchange has EAS.

For service over 200 lines or greater than 2 miles from the central office, tariff rates as specified in 2., will apply in addition to an appropriate portion of applicable special construction costs or expenses as specified in Section 2, GENERAL REGULATIONS.

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SPECIALIZED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions (Continued)

Any contracts relative to the provision of this service will be provided to the Commission at least one (1) day prior to the effective date of the service. Rates contained in the contracts are under the authority of the Commission and may be altered by the Commission at any time during the life of the contracts.

4. Explanation of Terms

Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE

1. General

Mobile Telephone Service may be provided where facilities are available through a Mobile Telephone Service base station between a wire telephone or a mobile unit and/or a fixed station which is located within the normal range of the base station, and has been authorized by the Federal Communications Commission to communicate through that base station, or between two such fixed stations. In application of regulations and charges, fixed stations are considered as mobile units.

2. Definitions

Base Station - Control equipment required to provide mobile telephone communication.

Base Station of Registry - The controlling base station.

Foreign Base Station - Any base station other than the base station of registry.

Mobile Telephone Unit - The radiotelephone components installed in mobile vehicles.

Foreign Mobile Telephone Unit - A mobile telephone unit communicating through a base station other than that of registry. ...

Fixed Station - The radiotelephone components installed at stationary premises.

Channel - A radio frequency over which communications can occur.

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SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE (D)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE

3. Rates

Service Charges apply as listed in Section 6.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Mobile Telephone Service		
Mobile Telephone Access Line	MTAL	\$40.00
Mobile Radio Paging Access	MBAT	7.40
b. Message Charges		

Local - Calls completed within the Service Area of the base station of registry by local mobile units - "NO CHARGE".

Local - Calls completed within the Service Area of the base station of registry by foreign mobile units - "NO CHARGE".

Foreign Units - Calls requiring an operator within the Service Area of the base station of registry for foreign mobile units - First minute at twenty cents (20¢) and twenty cents (20¢) for each additional minute or fraction thereof, plus any applicable toll rates.

Toll - Rates for messages between mobile units and points beyond the local service calling area are the regularly filed message toll rates of the Company or the connecting companies.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions

a. Availability of Service

Within the Mobile Service Area which is defined as the entire area surrounding a land mobile base station within which satisfactory radio communications can be established and maintained between the base station and the mobile units.

Mobile Telephone Service is available 24 hours per day subject to transmission, atmosphere and like limitations, to land-mobile units equipped for this service when within range of land radio telephone stations through which such service is furnished.

When, in the opinion of the Company, it is impractical and economically unsound to provide wire telephone service and when the customer has received authorization from the Federal Communications Commission to erect, operate and otherwise maintain a radio station expressly for the purpose of fixed radiotelephone communication, fixed rural subscriber telephone service is available, subject to transmission, atmospheric and like limitations. The fixed stations equipped for this service must be within the range of the land radiotelephone base station through which such service is furnished.

The Company reserves the right to terminate the access line of any mobile unit which regularly places more calls through one particular foreign base station than through its base station of registry.

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SPECIALIZED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

b. Provision of Equipment

Mobile or fixed rural radio equipment shall be properly licensed by the Federal Communications Commission and shall meet the required specifications and standards of the Company.

c. Obligation of the Customer

Customer to Mobile Telephone Service agrees to the general rules and regulations of the Company and such other conditions as may be applicable to additional services which may be provided by the Company.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

The customer's use of the radio transmitter on the mobile unit shall at all times be subject to the control of the operator at land radio telephone station of the Company.

The customer is required to furnish, install and maintain the storage battery, charging equipment and noise suppressors for the mobile or fixed unit required for the proper operation of the service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE

(D)

(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

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B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

d. Obligation and Liability of the Company

The Company's obligation to furnish Mobile Telephone Service is dependent upon its ability to secure and retain rights and suitable equipment required in the provision of this service.

In the event of an interruption in excess of twenty four hours to the Mobile Telephone Service, a pro-rated adjustment of the monthly access charge rate will be made.

The Company is not liable for damages for any accident or injury occasioned by the mobile unit or by supplementary apparatus used in connection therewith when such accident or injury is not due to negligence of the Company.

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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SPECIALIZED SERVICES

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B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

e. Equipment Limitations

The Company reserves the right to limit the length of conversation when necessary in time of emergency resulting in a shortage of facilities. In case of a shortage of equipment, applications for access will be filled in order of precedence as specified in Condition F.

f. Order of Precedence in Adding Mobile Service

When facilities in a given area are insufficient to furnish Mobile Telephone Service to all who desire such service, applications for access to new customers shall be filled in accordance with categories of precedence in the order listed below. All applications in the same category shall be filled in the order in which they are received and all such applications shall have precedence over applications in a lower category.

Category 1 - Public Safety and Health:

Official Federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance services, volunteer fire departments, American Red Cross, licensed protecting patrols and armored cars and similar agencies.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

f. Order of Precedence in Adding Mobile Service (Continued)

Category 2 - Carriers and Utilities:

Contract carriers, common carriers and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.

Category 3 - Other Public Services:

Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.

Category 4 - Physically Handicapped:

Persons who, because of physical handicaps, operate specially-equipped vehicles and are unable to leave such vehicles without assistance.

Category 5 - Industrial:

Gas or oil producing or drilling operators; producers and distributors of fuel and lumber and other construction materials and equipment; food processing distribution and storage organizations; producers of substantial quantities of food; business concerns engaged in construction of housing and industrial or public works; taxicabs and livery service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

1. General

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services. (C)
- b. 9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 9-1-1 Service including non-regulated components, may be provided from any one of the following categories. (C)

 - a) B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller. (T)
 - b) C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill. (T)
 - c) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning. (C)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

1. General

9-1-1 is the three-digit telephone number designated (as the "Universal Emergency Number") for public use throughout the United States to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. Three 9-1-1 Service options are offered: B9-1-1, C9-1-1, and E9-1-1.

- B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller.
- C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
- E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address. It may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), etc.) failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(D)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

1. General (Continued)

9-1-1 Service features include Forced Disconnect, Called Party Hold and Emergency Ringback when operating conditions permit. These features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability. These features are not available if the customer subscribes to Selective Router Service.

C9-1-1 and E9-1-1 Services include Automatic Number Identification (ANI) spill which forwards the telephone number of the caller to the designated PSAP. ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user.

Selective Routing Service is available, as an optional offering, when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 Services. This service routes the call to the correct PSAP or an announcement, as appropriate, based on the caller's telephone number.

When conditions warrant providing 9-1-1 Service via the public switched network, the Switched Access System (SAS) is available as an optional offering. SAS is limited to the following applications:

Disaster situations where the private line network is no longer available between the central office and the tandem/selective router or the tandem/selective router and the PSAP.

Overflow conditions when the primary private line network is busy due to unusual circumstances or high growth areas.

Situations where expensive interLATA circuits make implementation of E9-1-1 cost prohibitive in a particular exchange.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms

(D)

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

(N)

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location.

(N)

(D)

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering the call.

(C)

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

(C)

(D)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

1. General (Continued)

The customer must be a municipality, state or local governmental unit, or an authorized agent to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and has public safety responsibility by law to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.

Information provided by the Company, as part of the provisioning of C9-1-1 or E9-1-1, is to be used only for the purposes of answering calls and dispatching emergency services.

2. Definition of Terms

Agency - A person or entity, which may include the customer and public safety agencies, providing emergency or other services.

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. Calls from party line telephones will not automatically be displayed.

Automatic Location Identification (ALI) Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers and Emergency Service Numbers to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. (C)
|
(C)

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party. (D)

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Company - CenturyTel of Northwest Arkansas, LLC (N)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature by which the calling party telephone number is forwarded to the PSAP for display.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Call Answer Unit (CAU) - A unit that answers incoming calls to the PSAP from the Trunk Dial Unit (TDU). When it receives a 9-1-1 call from the TDU it alerts the PSAP's key system or the Automatic Call Distribution. When the call is answered, the CAU requests the ANI information stored in the TDU which is then displayed on the attendant's console. The CAU is able to perform self-diagnostics. It also operates in conjunction with the TDU to do external (call processing and transmission) diagnostics initiated from the TDU.

Called Party Hold - An established communication link between the calling party and the PSAP that cannot be broken by the calling party. The call remains connected until terminated by the PSAP.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

(D)

(D)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

(C)

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

(N)

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Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. The customer has public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area arranged for 9-1-1 calling.

Data Management System (DMS) - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the control office (location of the selective routing function) to a preselected PSAP.

Emergency Ringback - A feature which permits the attendant, by operating the flash key, to ring a 9-1-1 party who goes on-hook after the 9-1-1 call has been answered. This feature is available only for systems where 9-1-1 lines are provided via dedicated arrangements from the originating central offices.

Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Emergency Service Number (ESN) - A number that is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP. (C) (T) (T)

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller. (T)

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company. (D) (N)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol. (N)

Host Provider - The telephone company that serves the exchange within the 9-1-1 Customer's serving area and provides 9-1-1 Service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area. (C) (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Emergency Service Number (ESN) - A number that is assigned by the customer to all telephone subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant of the ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in routing calls to the correct PSAP.

End Users - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

Forced Disconnect - A function of the 9-1-1 central office trunk circuit that prevents the jamming of the 9-1-1 Service Line. This feature allows the Public Safety Answering Point attendant to release a connection although the calling party has not hung up.

Hookswitch Status - A feature designed to provide the PSAP Attendant with an audible and/or visual indication of the End User's hookswitch status (whether the telephone from which an End User placed a 9-1-1 telephone call is on or off hook).

Host Provider - The telephone company that serves the exchange in which the customer's PSAP is located and provides 9-1-1 Service and, where applicable, acts as the coordinator of other regulated telephone companies that serve as secondary providers within the customer's serving area.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

(D)

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

(N)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

(N)

(M)

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GENERAL AND LOCAL EXCHANGE TARIFFS

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Idle Tone Application - A feature that allows the PSAP Attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason.

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary - The initial answering point for 9-1-1 calls.

Public Safety Answering Point (PSAP) - Secondary - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call.

PSAP Attendant - An individual located at the Primary or Secondary PSAP who answers 9-1-1 telephone calls.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

(N)

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Company's PS ALI Entry software customer.

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the Company's PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the Company's ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

PSAP - the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

(N)
(M)

(M) Material moved to Sheet 20.1

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

PSAP Service Boundary - The exchanges and portions of exchanges served by a 9-1-1 Service which the customer shall assign a particular PSAP to answer, transfer, respond, and/or otherwise handle 9-1-1 telephone calls originating from such exchanges and portions of exchanges.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 Service under an agreement with the host provider.

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services.

Service Address - The address at which the telephone is physically located.

Trunk Dial Unit (TDU) - Installed on the outgoing side of the central office ANI trunk, the TDU receives the 9-1-1 call and stores the ANI. It then dials the programmed primary number and sends the call to the Call Answer Unit at the PSAP. Within the TDU are all of the tone generators and detectors needed to operate in the telephone network. The TDU is able to perform both self-test and external (call processing and transmission) diagnostics for use in maintaining the system.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Primary PSAP- A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis. (C)(M)

Secondary PSAP - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call. (M)

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration. (N)

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services. (M)

(D)

(M) Material moved from Sheet 19 and 20.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Sublocation Information - Information of originating station location (end user) in PS ALI applications. (N)

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the Host Provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this tariff. (N)

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only. (C)
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions

9-1-1 Service is limited to the use of central office number 9-1-1 as the emergency telephone number, and only one 9-1-1 Service will be provided within a geographical area.

9-1-1 Service is provided solely for the benefit of the local governmental unit. The provision of 9-1-1 Service shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation towards or any right of action on behalf of any third person or legal entity.

Temporary suspension of service is not provided for any part of 9-1-1 Service.

9-1-1 Service will be provided by the Company only where facility and operating conditions permit.

The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing Service is ordered by the customer.

9-1-1 Service is classified as Business Exchange Service and is restricted to one-way incoming emergency service. Outgoing calls can only be made on a transfer basis.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer. (C)
- e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Service is offered.

The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls at the customer's designated premises.

The 9-1-1 calling party forfeits the privacy afforded by Nonpublished and Nonlisted Listing Services to the extent that the telephone number, address, and name associated with the originating station location may be furnished to the PSAP. However, this information is confidential and the customer agrees to use such information only for the purpose of responding to emergency 9-1-1 Service calls.

The Automatic Number Identification (ANI) Spill and Automatic Location Identification (ALI) features function correctly only if calls coming in to the PSAP originate from single party service. ANI and ALI will not be provided when calls are placed from multiparty lines.

The PSAP's premises equipment, used in conjunction with ANI Spill and ALI, must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 or E9-1-1 Service requested. If changes are necessary to make the unit compatible with the services offered herein, time and material charges will apply.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the 9-1-1 Customer for inclusion in the E9-1-1 database. (C)
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.
- o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

The Company cannot guarantee the completion, the quality, or any features that may be provided with 9-1-1 Service on calls placed via interconnection with an interexchange carrier or operator service provider.

All nonregulated telecommunications service providers (e.g., Private Branch Exchange, etc.) in an E9-1-1 Service area should provide current lists of their subscribers' names, addresses, and telephone numbers in standard format to the customer for inclusion in the E9-1-1 database.

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 Service at no additional charge.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

Intercept Service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time to be negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

Terminal equipment, used in connection with 9-1-1 Service, shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

Time and material charges apply for customer-initiated changes and rearrangements affecting service addresses and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.). In such cases, a valid comparative (direct and individual reference to existing designations) listing of changes must be supplied.

In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized at no additional charge.

The Company may enter into a contract or contracts with the customer or with other telephone companies to effectuate the Company's provisioning of 9-1-1 Service in accordance with the terms, conditions, and limitations of this tariff. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of this tariff.

Equipment, used in conjunction with 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

4. Customer Obligations (C)

- a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.
- b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - 1) The 9-1-1 Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.
 - 2) The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
 - 3) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE

4. Customer Obligations

Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.

By contractual agreement, the 9-1-1 Service applicant must submit to the Company, in writing, that it concurs in the following terms and conditions:

- The customer has sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering and for the control and staffing of the PSAP.
- The customer accepts responsibility for dispatching or having others dispatch police, fire, ambulance, or other emergency services as required and to the extent such services are reasonably available.
- The customer has responsibility for developing appropriate procedures for handling calls placed to the 9-1-1 PSAP for nonparticipating agencies.
- Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

c. (Cont'd)

4) If a Selective Router is not used, each Primary PSAP may subscribe to at least two dedicated lines to each Secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that Secondary PSAP's average busy hour.

d. The 9-1-1 Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

In addition to the line requirements listed previously, each primary PSAP and each secondary PSAP must subscribe to at least three lines as follows:

- One seven-digit nonemergency local exchange line with at least one listed directory number for administrative calls.
- One nonlisted seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to the PSAP by dedicated lines.
- One nonlisted seven-digit number to be used by other PSAPs and Emergency Response Agencies to reach the PSAP.

If a Selective Router is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 transmission grade of service during the secondary PSAP's average busy hour.

The customer shall have the responsibility of constantly monitoring or inspecting facilities to discover errors, defects, and malfunctions in the service. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.

f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this Tariff must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices within the 9-1-1 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. Neither the customer nor the Company shall have any responsibility under this paragraph for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's public safety jurisdiction, or for calls originating from mobile/cellular telephones.

9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers (regardless of whether or not this information is published in directories or listed in directory assistance offices) is Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing CenturyTel of Northwest Arkansas, LLC (Missouri) information, while acting as the host provider of 9-1-1 Service, must agree to abide by the terms and conditions which relate to the protection of said information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

- The customer is responsible for preventing unauthorized retrieval or use of 9-1-1 information. Upon request, the Company has the right to review the customer's log of 9-1-1 calls to detect any unauthorized retrieval of information from the 9-1-1 system database.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

f. (Cont'd)

- 1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
- 2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by a person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9-1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.
- The customer shall provide to the Company, upon request, a list of authorized personnel who will be provided with passwords or other safety or security mechanisms to guarantee that the system may not be accessed by unauthorized personnel.
- All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office to prevent unauthorized personnel from accessing confidential information.
- The customer shall agree to the extent allowed by law to indemnify, save, and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information. This information is to be used solely for the purpose of providing 9-1-1 Service.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other agencies responsible for providing emergency service within the 9-1-1 Service Area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination of agencies. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 Service Area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 Service calls to the appropriate primary and secondary PSAPs responsible for handling 9-1-1 calls from each telephone in the 9-1-1 Service Area.

The following terms define the customer's responsibility in providing this information.

- Initial and subsequent assignments by ESN street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer.
- After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of 9-1-1 Service calls to the proper PSAP.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer has an obligation to verify police, fire, and ambulance PSAP routing designations. Upon request, the Company will provide a complete listing of the MSAG information to assist the customer in its verification.
- Changes, deletions, and additions to the MSAG database are the responsibility of the customer. Customer required revisions to the MSAG should be submitted as they occur. The Company will furnish a printed copy of all MSAG changes to the customer for verification.

The customer agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The customer recognizes that the addresses provided with Automatic Location Identification (ALI) may be the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses must first be verified by the calling party.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability

- a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 91-1 service to the 91-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer. (C)
- b. The Company shall not be lable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 service other than Company acts or omission constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.
- c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 service for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 service. (C)

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SPECIALIZED SERVICES

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability

The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, the sections of other tariffs which apply to the provisioning of 9-1-1 Service, and the contracts between the customer and the Company. This service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines. (C)
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 91-1 ALI database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of any aspect of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a 9-1-1 Customer to Company facilities. The 9-1-1 Customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

When the use of services or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section 2 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features affected by the interrupted service shall be considered; and further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.

To the extent allowed by law, the customer shall indemnify and hold harmless the Company from any damages or other injuries which may be asserted by any person, business, governmental agency, or other entity as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information (i.e., nonpublished or nonlisted information) in connection with the provision of 9-1-1 Service.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when a 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, the inability to provide subscriber information associated with multiparty lines, private telecommunications services (e.g., PBXs), or calls originating over central office based switching system lines.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service. (C)
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area, or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment. (C)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when there is a failure or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, attach features, devices, or equipment of other vendors to the equipment of the network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments, if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information, to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide 9-1-1 Service.

The Company shall have no liability whatsoever to any person arising from its provision or failure to provide 9-1-1 Service to a subscriber of a nonregulated telephone service. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (C)

a. B9-1-1 (Basic 9-1-1 Service)

- 1) B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
- 2) Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- 3) The following rate elements apply to a typical B9-1-1 arrangement:
 - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - b) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
- 4) Additional 9-1-1 Features, as described in this Tariff, are available with 9-1-1 Service where conditions permit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations

- a. The following rate elements apply to a typical B9-1-1, C9-1-1, and E9-1-1 arrangement:

9-1-1 Service Line

The 9-1-1 Service Line rate applies for the 9-1-1 loop extending from the host central office and terminating at the PSAP.

Trunking

The 9-1-1 Service Line Rate is applicable for the intraexchange circuit between the foreign central office and the central office serving the PSAP.

Interexchange circuits shall be provided at the rates found in the GTE Midwest Incorporated Inc. - PSC MO. NO. 5 Private Line Service Tariff.

Central Office Trunk Termination

This rate is applicable for the trunk termination in the host central office when the host central office concentrates the incoming traffic to the PSAP. This rate is in addition to the 9-1-1 Service line rate.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

b. C9-1-1 (ANI-Only 9-1-1 Service)

- 1) The following rate elements apply to a typical C9-1-1 arrangement:
 - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - b) 9-1-1 Network Service - Same as B9-1-1 Service.
- 2) C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.
- 3) The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- 4) Selective Routing is available on an optional basis with C9-1-1 Service.
- 5) Additional 9-1-1 Features, as described in this Tariff, are available with C9-1-1 Service where conditions permit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

- b. In addition to the elements listed in A. preceding, the Automatic Location Identification (ALI) Database rate element is applicable for E9-1-1 Service.

ALI Database Administration Charge

The ALI Database Administration Charge applies per system to create and maintain the MSAG and ALI databases. The rate applies for all enhanced systems whether CenturyTel is the host or secondary provider.

ALI Database Record Charge

An ALI Database Record Charge applies for each CenturyTel record maintained in the database. A non-CenturyTel Record Charge applies for verifying another telephone company's records.

c. Optional Services

Selective Routing - This service is available with C9-1-1 and E9-1-1. The following rate elements apply to Selective Routing Service:

Selective Router Database Administration Charge

The Selective Router Database Administration Charge applies per database to create and maintain the Selective Routing MSAG and ALI database structure. This charge is in addition to the ALI Database Administration Charge.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1)

1) The following rate elements apply to a typical E9-1-1 arrangement:

a) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

b) 9-1-1 Network Service - Same as C9-1-1 Service.

c) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:

i) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).

ii) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

c. Optional Services (Continued)

Selective Routing (Continued)

Selective Router Database Record Charge

The Selective Router Database Record Charge is applicable for the development and maintenance of street ranges and addresses, the assignment of ESNs and PSAPs to each record, and the transmission of the ALI to the database management system when accessed by the caller's ANI.

Selective Router Interface Charge (TCI Selective Router Only)

The Selective Router Interface Charge applies per termination for each interface card utilized by a trunk to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

Selective Router Hardware Charge (TCI Selective Router Only)

The Selective Router Hardware Charge applies per system to provide the selective routing hardware that is located in the central office.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1) (Continued)

1) (Continued)

d) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

i) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit.

ii) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

d. Quotation Preparation

The customer may request a quotation for all costs associated with 9-1-1 Service provisioning. A quotation so provided does not bind the Company to the rates set forth in the quotation. All rates for company provided services and facilities will be determined in accordance with the guidelines in this tariff. No charge will be incurred by the customer for such a request.

e. Special Service Arrangement Charges

If 9-1-1 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management. Special service arrangement rates and charges are subject to review and revision conditioned upon changing costs.

The proposed rates are subject to commission review.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1) (Cont'd)

2) In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.

3) The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

4) Selective Routing is available on an optional basis with E9-1-1 Service.

5) Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit. (C)

(M)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

f. 9-1-1 Nonrecurring Payment Options

Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1	.0875
2	.0457
3	.0318
4	.0249
5	.0208
6	.0181
7	.0164
8	.0147
9	.0136
10	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services

1) Selective Routing

a) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:

i) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

ii) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

iii) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(C)

(M)

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By: Chantel Mosby, Manager, Tariffs and Compliance
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

g. 9-1-1 Funding Surcharge

The Company, as directed by the customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective customer less a billing and collection fee as provided by law.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Cont'd)

1) Selective Routing (Cont'd)

b) The following rate elements apply to Selective Routing:

- i) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- ii) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- iii) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

1) Selective Routing (Continued)

b) The following rate elements apply to Selective Routing:(Continued)

iv) Database Selective Routing - Rates and charges per access line to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

v) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Continued)

2) Alternate Network Routing (ANR)

- a) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full-duplex radios such as microwaves. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers.
- b) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (ANR) (Cont'd)

c) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

d) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

i) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI). (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

d) (Cont'd)

ii) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

e) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

f) Description of Teltone Switched Access System

i) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

f) Description of Teltone Switched Access System (Cont'd)

ii) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's Customer premises equipment.

iii) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready. Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware

g) Description of Proctor Instant Network Backup System

i) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.

ii) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

iii) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

iv) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.

v) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

vi) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

vii) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.

viii) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

ix) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

x) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

xi) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System

xii) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver

xiii) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

h) Description of Tellular Phone Cell Services Equipment

i) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

ii) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

iii) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

iv) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

i) Customer Obligation

i) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

ii) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

e. Additional Services

1) Additional 9-1-1 Features

a) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

- i) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
- ii) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
- iii) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges

9-1-1 Network Services

	<u>NRC</u>	<u>Monthly Rate</u>	
9-1-1 Service Line, Each line or trunk	\$0.00	\$29.18	(T)
Trunking, Each trunk			
Intraexchange	0.00	29.18	(T)
Interexchange		See National Exchange Carrier Association Tariff FCC No. 5.	
Central Office Trunk Termination	202.85	38.24	(T) (T)

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SPECIALIZED SERVICES

REC'D MAY 01 2000

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
9-1-1 Service Line, Each line or trunk	911CO-PSAP2WPL	\$0.00	\$29.18
Trunking, Each trunk			
Intraexchange	911CO-PSAP2WPL	0.00	29.18
Interexchange		See National Exchange Carrier Association Tariff FCC No. 5.	
Central Office Trunk Termination	911COTERM NRC 911COTERM	202.85	38.24

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

	<u>NRC</u>	<u>Monthly Rate</u>	(T)
Automatic Location Identification (ALI) Database			
ALI Database Administration Each system	\$0.00	\$199.46	(T)
ALI Database Record Charge Each Company's record processed	0.83	0.05	(T) (T) (T)
Each NON-CenturyTel record processed	0.37	0.05	(T) (T)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Automatic Location Identification (ALI) Database			
ALI Database Administration Each system	911PSAPDBPSAP	\$0.00	\$199.46
ALI Database Record Charge			
Each CenturyTel record processed	911PSAPDBRC NRC		0.83
	911PSAPDBRC		0.05
Each NON-CenturyTel record processed	911PSAPDBRCNGT NRC		0.37
	911PSAPDBRCNGT		0.05

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>NRC</u>	<u>Monthly Rate</u>	(T)
Selective Routing Service			
Selective Router Database Administration Charge	\$330.36	\$ 191.28	(T) (T)
Record Charge, Each	.0025	0.0001	(T) (T)
Selective Router Hardware (TCI Selective Router Only) Hardware Charge, Common Equipment Each system	18,730.87	1,935.24	(T) (T)
Selective Router Interface Charge, Each termination	208.46	45.72	(T) (T)

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SPECIALIZED SERVICES

Missouri Public
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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

REC'D MAY 01 2000

7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Selective Routing Service			
Selective Router Database Administration Charge	911SRDBASE NRC \$ 911SRDBASE	330.36	\$ 191.28
Record Charge, Each	911SRDBLINE NRC 911SRDBLINE	.0025	0.0001
Selective Router Hardware (TCI Selective Router Only)			
Hardware Charge, Common Equipment Each system	911 CE 1CTY NRC 911 CE 1CTY	18,730.87	1,935.24
Selective Router Interface Charge, Each termination			
	911 TT 1CTY NRC 911 TT 1CTY	208.46 45.72	

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 customer service(s) shall be grandfathered at the following rates:

	<u>Monthly Rate</u>	(T)
Independence County	\$122.77	
Mississippi County	518.26	
Washington County	213.80	
White County	329.78	

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 customer service(s) shall be grandfathered at the following rates:

Monthly

<u>Rate</u>	
Independence County	\$122.77
Mississippi County	518.26
Washington County	213.80
White County	329.78

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Teltone			
Trunk Dial Unit			
Without Monitoring			
1st trunk	\$1,733.51	\$ 133.71	
Additional trunk	347.00	95.63	
Call Answer Unit			
Without Monitoring			
1st trunk	443.99	62.16	
Additional trunk	286.00	51.73	
Call Transfer Unit			
Without Monitoring			
1st trunk	545.00	94.37	
Additional trunk	268.00	45.46	(C)(M)

(M) Material moved from Sheet 54

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GENERAL AND LOCAL EXCHANGE TARIFF

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Service Commission

SPECIALIZED SERVICES

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D. E911 ALTERNATE NETWORK ROUTING

1. General

Alternate Network Routing (ANR) is offered as an optional service to Emergency Number Service (911) system customers. ANR provides other paths to route a 911 call from the caller to the Public Safety Answering Point (PSAP).

In cases of network overload (all trunks busy) or facility outage, such as failure of an intermediate central office or the loss of a 911 trunk, ANR Service will route the 911 call through the public switched network or cellular network. (NOTE: Any 911 calls in progress, at the time of a dedicated facility outage, will be lost when the facility fails.)

The components offered in this tariff include the terminating telephone network equipment and cellular radios.

Alternate Network Routing may also be utilized to allow the use of the public switched network in place of interexchange dedicated Telephone Company facilities. This application is restricted to 911 service crossing LATA boundaries only where LEC facilities are unavailable.

2. Description of Service

Alternate Network Routing is actuated upon a failure of the dedicated 911 access path to handle a 911 call.

In order to reroute the 911 call through the public switched telephone network (PSTN), Sender equipment is installed in the central office on the outgoing side of the 911 trunk and Receiver equipment is installed on the premises of the PSAP, or at an intermediate switching point.

Multiple telephone numbers may be programmed in the Sender in case the primary Receiver is not available.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Proctor			
Mini-Pac Without Monitoring			
1st trunk	\$469.00	\$122.36	
Additional trunk	347.00	106.42	
Mini-Pac With Monitoring			
1st trunk	469.00	136.62	
Additional trunk	347.00	120.68	
Shelf System Without Monitoring			
1st trunk	545.00	172.64	
Additional trunk	268.00	58.10	
Shelf System With Monitoring			
1st trunk	545.00	198.57	
Additional trunk	268.00	62.63	(C)(M)

(M) Material moved from Sheet 55

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

2. Description of Service (Continued)

When a cellular path is used as an alternate route, a cellular transceiver is installed in the central office on the outgoing side and a second transceiver unit maybe installed at the receiving end (either at the intermediate switching point or at the PSAP).

Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

- 1) Without Monitoring - The Sender unit performs the functions of receiving the 911 call from the originating switch, storing the Automatic Number Identification (ANI), dialing the telephone number of the Receiver Unit to establish voice connection, and sending the ANI to the Receiver Unit. The Receiver Unit has an output connection, to either the network or the PSAP's E911 customer premises equipment, used to provide ANI to the answering attendant. ANI is used to record the call information and to retrieve the associated Automatic Location Information (ALI).
- 2) With Monitoring - Similar functions and terminal equipment as described in (1) above, with the addition of sensors which monitor the outgoing trunk to detect signaling problems. When a problem is detected, the Sender Unit seizes control of the 911 call and establishes the alternate route over the public switched network or the cellular network to complete delivery of the call and associated ANI.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Expansion Shelf	\$ 268.00	\$ 81.75	
PSAP Responder			
1st	431.00	138.10	
Additional	431.00	134.70	
Central Office Responder			
1st	431.00	85.44	
Additional	431.00	54.62	
Optional 4/2 Wire Converter	10.00	15.85	
Cellular Transceiver	347.00	70.26	
Cellular Antenna			
3 dB	10.00	2.04	
9 dB	73.00	11.06	
Telular PhoneCell			
1M Transceiver	640.00	43.26	
4M Transceiver	690.00	131.24	
Cellular Antenna			
3 dB	10.00	2.17	
12 dB	73.00	4.25	(C)(M)

(M) Material moved from Sheet 56

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

2. Description of Service (Continued)

Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the cellular path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

3. Network Equipment Descriptions

Teltone Switched Access System

Trunk Dial Unit (TDU) - 1st Trunk

Seizes the 911 call, if the dedicated trunks are unavailable, and routes the call over the public telephone network to the Call Answer Unit or Call Transfer unit. During dialing, the TDU requests and stores the caller's ANI. Included are the TDU, relay rack, fuse panel and miscellaneous material needed to install the TDU in the Telephone Company central office.

Trunk Dial Unit (TDU) - Additional Trunk

Each additional TDU installed in available relay rack space with the first trunk. (Relay rack, fuse panel and miscellaneous material included with TDU-1st Trunk.)

Call Answer Unit (CAU) - 1st Trunk

Receiver installed at the Public Safety Answering Point. Included are the Call Answer Unit and miscellaneous material needed for installation at the Telephone Company central office or at the customer premises.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)
(D)

7. Rates and Charges (Continued)

b. 9-1-1 Nonrecurring Payment Options (C)(M)
Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the 9-1-1 customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1	.0875
2	.0457
3	.0318
4	.0249
5	.0208
6	.0181
7	.0164
8	.0147
9	.0136
10	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

c. 9-1-1 Funding Surcharge (C)(M)
The Company, as directed by the 9-1-1 Customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective 9-1-1 Customer less a billing and collection fee as provided by law.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

Call Answer Unit (CAU) - Additional Trunk

Each additional Call Answer Unit installed at the same central office or same customer premises as the CAU-1st Trunk.

Call Transfer Unit (CTU) - 1st Trunk

Installed on the incoming trunk of a 911 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Telephone Company central office.

Call Transfer Unit (CTU) - Additional Trunk

Each additional Call Transfer Unit (CTU) circuit card installed in an existing CTU shelf in the same central office.

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM

INB Mini-Pac - 1st Trunk without Monitoring

Compact rack mounted single trunk version of the INB System. Includes Mini-Pac unit without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk without Monitoring

Each additional Mini-Pac unit without the monitoring option, installed in existing available relay rack space in the same Telephone Company central office.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

INB Mini-Pac - 1st Trunk with Monitoring

Compact rack mounted single trunk version of the INB system. Includes Mini-PAC unit with the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk with Monitoring

Each additional Mini-Pac unit with the monitoring option, installed in the existing available relay rack space in the same central office.

INB Shelf System - 1st Trunk without Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk without Monitoring

Each additional Trunk Diverter Circuit (TDC) card without the monitoring option, installed in existing available INB main shelf.

INB Shelf System - 1st Trunk with Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards or three Line Switch and three TDC cards when the Line Switch option is used.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

INB Shelf System - Additional Trunk with Monitoring

Each additional Trunk Diverter Circuit (TDC) card with the monitoring option installed in the existing available INB shelf.

Line Switch & 4/2 Wire Converter Card

Optional circuit card installed in the INB Main or Expansion shelf. The Line Switch & 4/2 Wire Converter card is installed with the Trunk Diverter Circuit (TDC) card. An INB Main Shelf can hold a maximum of three (3) Line Switch & 4/2 Wire Converter cards and three (3) Trunk Diverter Circuit cards.

INB Expansion Shelf

Consists of the Trunk Expansion Circuit (TEC) card installed in the INB Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface INB Sender equipment with 911 services at the PSAP or another alternate answering facility. When the 911 call is answered, the ANI is received at the PSAP.

PSAP Responder - 1st

Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

PSAP Responder - Additional

Each additional PSAP Responder unit installed at the customer premises in an existing available mounting shelf slot.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

Central Office (CO) Responder - 1st

Installed on the incoming trunk of the 911 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

Central Office (CO) Responder - Additional

Each additional CO Responder circuit card installed in an existing available CO Responder shelf.

The following items of equipment allow the diverted 911 call to be forwarded via an alternate cellular path:

INB Cellular Transceiver

A rack mounted cellular transceiver used in conjunction with the INB Shelf system or the INB Mini-Pac unit used to interface the Public Switched Network with the Cellular Network. Each unit interfaces with one 911 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Telephone Company central office.

Cellular 3 dB Antenna

Omni-directional 3 dB antenna used with the INB Cellular Transceiver.

Cellular 9 dB Antenna

Outdoor antenna used in place of the standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

Telular PhoneCell Series Equipment

PhoneCell - 1M Cellular Transceiver

Wall mounted cabinet containing the power supply, telephone network interface, cellular transceiver and the miscellaneous material needed to interface one loop or ground start telephone line to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

PhoneCell - 4M Cellular Transceiver

Wall mounted cabinet containing four power supplies, four telephone network interfaces, four cellular transceivers, one quad antenna connector and miscellaneous material required to interface four loop or ground start telephone lines to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

Cellular 3 dB Antenna

Standard indoor antenna used with the PhoneCell 1M or 4M units.

Cellular 12 dB Antenna

Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

a. Rules and Regulations

Each sender unit and each receiver unit requires a separate business access line. The customer will be responsible for all subscriber access line charges and toll calls billed to those access lines.

911 customers subscribing to a cellular radio circuit as an alternate network will be responsible for obtaining the cellular service and paying all charges related to its use.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

4. Rates and Charges

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Teltone				
Trunk Dial Unit				
Without Monitoring				
1st trunk	911TDUNRC	\$1,733.51	911TDU	\$ 133.71
Additional trunk	911TDUANRC	347.00	911TDUA	95.63
Call Answer Unit				
Without Monitoring				
1st trunk	911CAUNRC	443.99	911CAU	62.16
Additional trunk	911CAUANRC	286.00	911CAUA	51.73
Call Transfer Unit				
Without Monitoring				
1st trunk	911CTUNRC	545.00	911CTU	94.37
Additional trunk	911CTUANRC	268.00	911CTUA	45.46

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

4. Rates and Charges (Continued)

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Proctor				
Mini-Pac				
Without Monitoring				
1st trunk	911MINPNRC	\$469.00	911MINP	\$122.36
Additional trunk	911MINPANRC	347.00	911MINPA	106.42
Mini-Pac				
With Monitoring				
1st trunk	911MINPMNRC	469.00	911MINPM	136.62
Additional trunk	911MINPMANRC	347.00	911MINPMA	120.68
Shelf System				
Without Monitoring				
1st trunk	911CDUPSSNRC	545.00	911CDUPSS	172.64
Additional trunk	911CDUPSSANRC	268.00	911CDUPSSA	58.10
Shelf System				
With Monitoring				
1st trunk	911CDUMNRC	545.00	911CDUM	198.57
Additional trunk	911CDUMANRC	268.00	911CDUMA	62.63

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