

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.16 Customer-specific Pricing

Pricing may be determined on a Customer-specific basis where the Company furnishes any business service offered in an exchange in which basic local telecommunications service offered to business customers by the incumbent local exchange company has been declared competitive. The Company will make Customer-specific pricing available for its business services in exchanges where business services have been declared competitive.

Terms of Customer-specific pricing will be provided to the Commission on a proprietary basis upon request.

(N)

(N)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.17 Reserved for Future Use (N)

(D)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.16 Birch Residential Bundle (4)

A. Features and Services Included

Auto Redial  
Three Way Calling  
Call Return  
Call Blocker  
Call Waiting (1)  
Caller ID

1. Monthly Recurring Rates

a. St. Louis (3)

	<u>Principal</u> <u>Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	
1 <sup>st</sup> Residential Line	\$26.94	\$27.41	\$28.03	
2nd Additional Line with Features	26.94	27.41	28.03	
2nd Additional Line without Features	25.00	25.00	25.00	(I)
3rd+ Additional Line with Features	25.94	26.41	27.03	
3rd+ Additional Line without Features	25.00	25.00	25.00	(I)

b. Kansas City (3)

	<u>Principal</u> <u>Zone</u>	<u>MCA - 2</u>	
1 <sup>st</sup> Residential Line	\$26.94	\$28.03	
2nd Additional Line with Features	26.94	28.03	(I)
2nd Additional Line without Features	25.00	25.00	
3rd+ Additional Line with Features	25.94	27.03	(I)
3rd+ Additional Line without Features	25.00	25.00	

2. Non-Recurring Charges

Class of service change	\$50.00
Conversion of line to Birch service	\$ 0.00
Establish dual service – Basic Line	\$19.00
Establish dual service – Metro Line	\$30.00
Expedited service charge	\$25.00
Feature change	\$10.00
Invoice change	\$10.00
Move, per line or trunk	\$36.00
Service change, all other, per line	\$10.00
Telephone number change	\$25.00
Telephone number search, 1 <sup>st</sup> 20 set free	\$15.00
Transfer of service	\$10.00

See Sheet No. 63.03 for Footnotes.

Issued: May 6, 2009

Effective: June 5, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of Missouri, Inc. dba Birch Communications  
2300 Main Street, Suite 600  
Kansas City, MO 64108

Filed  
Missouri Public  
Service Commission  
MO-PSC  
C-1009-0794

Birch Telecom of Missouri, Inc.

Replacing 1<sup>st</sup> Revised Sheet No. 63.03

Missouri Public

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

REC'D MAY 31 2002

4.5.17 Birch Residential Bundle (4) (continued)

Service Commission

(T)

- B. The following options may be added to the Birch Residential Bundle Package.  
Rates apply only when these options are added to the Birch Residential Bundle Package.

1. <u>Additional Options</u>	<u>Monthly Rate</u>	
Premium Feature Upgrade	\$2.00	
Call Forwarding Busy Line/No Answer		
Call Forwarding		
Priority Call		
Speed Dial 8		
Remote Access to Call Forwarding		
Selective Call Forwarding		
Combined Class of Service	2.00	
Non-Published Service	1.00	
2. <u>Birch Long Distance</u> (2)		
	<u>Rate per minute</u>	<u>Monthly Rate</u>
Basic Long Distance	\$.095	\$0.00
Long Distance Savings Plan (4)	.07	4.00

(T)

- (1) The Customer may accept or decline this feature, however, declining the feature will not reduce the package monthly rate.  
 (2) Long Distance minutes apply per Customer account and include Continental United States only. All Rules and Regulations found in the Company's Interexchange Tariff PSC No. 1, will apply to long distance service  
 (3) Rate Groups are as defined in Section 3 of this tariff.  
 (4) Service is only available to current customers of this service and will not be offered to new customers as of July 1, 2002.

(N)

(N)

Missouri Public

FILED JUL 01 2002

Issued: May 31, 2002

Service Commission Effective: July 1, 2002

David E. Scott, President  
 Birch Telecom of Missouri, Inc.  
 2020 Baltimore Avenue  
 Kansas City, MO 64108

## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

4.5.18 Birch Price Protection Plan (1)

(T)

- A. Birch offers optional discounts for Customers that agree to a term commitment of 24 months. Customer is eligible for Price Protection Plan ("PPP") term pricing only where Customer has a minimum of three Birch Basic Business Lines and/or Trunks within an account. The 24-month commitment also qualifies Customers for an Interexchange Service discount and a separate 12-month discount is also available for Interexchange Services as provided in Birch's P.S.C. Mo. Tariff No.1.
- B. Customers subscribing to the PPP must commit to a written term service agreement in a form designated by Birch, which shall include, without limitation, Customer's term selection.
- C. The term will commence on the billing date for the first new line or the first billing date after Customer executes a term service agreement if the service is currently being provided to Customer.
- D. All rules, regulations, fees, charges, taxes and surcharges normally applicable to Birch Basic Business Line and Trunk services shall apply. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer.
- E. If monthly term rates as specified in Section 4.5.8 decrease during the term period, Customer may elect to obtain the new rates by executing a new term service agreement with the new rates, with a new term commencement date, and an agreement to the same or greater commitment term period.
- F. For Customers who establish a term service agreement, monthly Birch Basic Business and Trunks rates will not change as a result of a Birch-initiated increase; however, if a Local Exchange Rate Group Reclassification occurs, as set forth in this Tariff, an adjustment for the remaining term of the term service agreement will be made.
- G. If Customer disconnects Services or otherwise terminates its term service agreement prior to the end of the current term for any reason except for a failure by Birch to meet the terms of the Term Customer Service Level Objectives specified below, Customer agrees on the next monthly invoice to pay a termination charge as liquidated damages and not as a penalty, equal to the greater of:
  - 1. \$50.00 per terminated line, or
  - 2. \$10.00 per terminated line multiplied by the number of months remaining in the current term.
- H. Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees.

(1) Effective August 8, 2008, this is no longer offered.

(T)

Issued: July 9, 2008

Christopher J. Bunce, Vice President Legal, and General Counsel  
Birch Communications  
2300 Main St. Suite 600  
Kansas City, MO 64108

Effective: August 8, 2008

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

## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

4.5.18 Birch Price Protection Plan (continued)

(N)

- I. The following Service Level Objectives apply to the PPP only, and are subject to all other provisions of this Tariff, including specifically but without limitation, any and all limitations of liability. Birch will use commercially reasonable efforts to provide Services in accordance with the following Service Level Objectives:
1. Complete loss of Service caused solely by a Birch network problem will be remedied within 8 business hours from Customer notification to Birch Network Maintenance ("BNM").
  2. Partial loss of Service caused solely by a Birch network problem will be remedied within 12 business hours from notification to BNM.
  3. Noise or static caused solely by a Birch network problem will be remedied within 16 business hours from notification to BNM.
- J. As Customer's sole remedy for any failure to meet any of the above Service Level Objectives, unless such Service Level Objective is caused by an event outside the reasonable control of Birch, any event of force majeure, or any failure resulting from facilities, inside wiring or equipment of Customer or third parties, Customer may terminate its term commitment obligation without incurring termination liability by providing written notice to Birch within thirty (30) days of the failure to meet the applicable Service Level Objective. If Customer continues to use Birch service following any such notice of termination, Customer may continue to receive term pricing and pricing update notices.
- K. A Service Level Objective failure shall be deemed to commence upon the opening of a trouble ticket with BNM, as requested by Customer, and shall be deemed to terminate upon the clearing of the same trouble ticket. No failure shall be deemed to have occurred unless Customer has provided reasonable assistance in an effort to diagnose the reported problem. Reasonable assistance includes, but is not limited to, requesting the opening of a trouble ticket from BNM promptly, providing Birch access to Customer's premises, if necessary, and assisting Birch with problem identification and resolution.
- L. Customer shall be responsible at all times for the proper installation, operation and maintenance of any Customer-provided equipment used in connection with the Services. In addition, Customer shall ensure that all such equipment is technically and operationally compatible with the Services and in compliance with applicable laws and regulations.
- M. If Customer relocates to another location in a Birch market where the same Services are available, Customer may transfer Services to the new location if the new Services equal or exceed the number of lines at the old location, upon payment of installation charges for the new location, if applicable; however, rates may vary by location, and Customer's rates may increase.

(N)

## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

4.5.18 Birch Price Protection Plan (continued)

N. Services are for Customer's use only and may not be resold, and the term service agreement may not be transferred or assigned, by operation of law or otherwise, without Birch's prior written approval. Any attempted assignment or transfer without Birch's prior written approval shall be void.

(E)

(E)

O. In the event a governmental agency determines the term service agreement violates any law, rule or regulation, Birch shall have the option of terminating the term service agreement without further obligation to Customer or revising such agreement to comply with such law, rule or regulation.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.19 Birch Home Connection Bundles

Birch Home Connection Bundles are available in the following packages:

- Home Connection Bundle
- Home Connection Plus Bundle
- Home Connection Premium Bundle

## A. Birch Home Connection Bundle is equipped with:

Basic Residential Line (1)

Call Waiting ID Options (2)(3)

Call Trace (3)

Two Features from the Birch Home Connection Features List in 4.5.19G

	<u>Principal Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	<u>MCA - 3</u>	<u>MCA - 3 Metro</u>	
St. Louis	\$25.00	\$25.50	\$26.00	\$28.00	\$40.50	(I)
Kansas City	25.00	(4)	25.00	n/a	n/a	(I)
St. Louis						
1Lines ea. (8)	25.00	25.50	26.00	28.00	40.50	
Kansas City						
1Lines ea. (8)	25.00	(4)	25.00	n/a	n/a	

## B. Birch Home Connection Plus Bundle is equipped with:

Basic Residential Line (1)

Call Waiting ID Options (2) (3)

Call Trace (3)

One Feature from the Birch Home Connection Features List in 4.5.19G

30 Minutes Long Distance Block of Time (5)

	<u>Principal Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	<u>MCA - 3</u>	<u>MCA - 3 Metro</u>	
St. Louis	\$26.50	\$27.00	\$27.50	\$29.50	\$42.00	(I)
Kansas City	26.50	(4)	26.50	n/a	n/a	(I)
St. Louis						
1 Lines ea. (8)	26.50	27.00	27.50	29.50	42.00	
Kansas City						
1Lines ea. (8)	26.50	(4)	26.50	n/a	n/a	

See Sheet No. 63.10 for footnotes

Issued: May 10, 2005

Effective: May 15, 2005

G. Michael Cassity, President  
Birch Telecom of Missouri, Inc.  
2020 Baltimore Avenue  
Kansas City, MO 64108

**Filed**  
**MO PSC**



Birch Telecom of Missouri, Inc.  
dba Birch Communications

PSC MO No. 3

Should be 5th Revised Sheet No. 63.08

~~6th Revised Sheet No. 63.08~~  
~~Replacing 5th Revised Sheet No. 63.08~~

Should be Replacing 4th Revised Sheet No. 63.08

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.19 Birch Home Connection Bundles (continued) (9)

C. Birch Home Connection Premium Bundle is equipped with:

Basic Residential Line (1)  
Call Waiting ID Options (2) (3)  
Call Trace (3)  
One Feature from the Birch Home Connection Features List in 4.5.19G  
90 Minutes Long Distance Block of Time (5)

	<u>Principal Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	<u>MCA - 3</u>	<u>MCA - 3 Metro</u>
St. Louis	\$30.00	30.50	\$31.00	\$33.00	\$45.50
Kansas City	30.00	(4)	30.00		
St. Louis - 1 Lines ea. (8)	30.00	30.50	31.00	33.00	45.50
Kansas City- 1 Lines ea. (8)	30.00	(4)	30.00		

D. Birch Additional Line with Home Connection Bundles (1)

	<u>Principal Zone</u>	<u>Monthly Rates</u>			<u>MCA - 3 Metro</u>	
		<u>MCA - 1</u>	<u>MCA - 2</u>	<u>MCA - 3</u>		
2nd Line (8)	\$25.00	\$25.00	\$25.00	\$25.00	\$32.50	(1)
3rd+ Line	\$25.00	\$25.00	\$25.00	\$25.00	\$32.50	(1)

E. Birch Long Distance Call Blocks for Birch Home Connection Bundles (6)

<u>Package</u>	<u>Block of Time Per Month</u>	<u>Overage Usage Rate per Minute</u>
Home Connection Bundle	None	Not Applicable
Home Connection Plus Bundle	30	\$.08
Home Connection Premium Bundle	90	.07

F. Birch Home Connection Bundles Non-recurring Charges

Additional line	\$36.00
Class of service change	\$50.00
Conversion of line to Birch service	\$ 0.00
Establish dual service – Basic Line	\$19.00
Establish dual service – Metro Line	\$30.00
Expedited service charge	\$25.00
Features add, drop or change	\$10.00
Invoice change	\$10.00
Move, per line or trunk	\$36.00
Service change, all other, per line	\$10.00
Telephone number change	\$25.00
Telephone number search, 1 <sup>st</sup> 20 set free	\$15.00
Transfer of service	\$10.00

See Sheet No. 63.10 for footnotes.

Issued: May 6, 2009

Effective: June 5, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of Missouri, Inc. dba Birch Communications  
2300 Main Street, Suite 600  
Kansas City, MO 64108

FILED  
Missouri Public  
Service Commission  
JC-2009-0794



Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.19 Birch Home Connection Bundles (continued)Footnotes for Birch Home Connection Bundles

- (1) Rate Groups are defined in Section 3 of this Tariff.

The customer is required to have Home Connection Bundle on their primary line. Customers who convert additional line or later install additional lines may add to those lines (1) Home Connection Bundles with no Long Distance Block of Time at the rates specified in Section 4.5.19A; or (2) desired features as specified in Section 4.5.19G; or (3) no Home Connection Bundle or features.

Home Connection lines will automatically be blocked for 900/976 calling. The customer may request that 900/976 access be unblocked.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (3) The Customer may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.
- (4) Birch Home Connection Bundles are not available in the Kansas City MCA - 1 service area.
- (5) Long Distance Block of Time allotment applies to all domestic 1+ Direct Dialed minutes of use.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rates according to the rate tables established for the calls.

- (6) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1 will apply to long distance services.
- (7) Usage Sensitive Features (USF) will count as one feature. The USF includes Auto Redial, Call Return and Three Way Calling.

The customer may elect to use USF on a casual basis in lieu of as an optional feature. On a casual basis the customer will be charged \$.50 per use with a maximum per month fee of \$4.00 per USF type.

- (8) Effective March 1, 2004, these rates will only be applicable to existing 1-2 line customers. (N)

Issued: January 30, 2004

Effective: March 1, 2004

David E. Scott, President  
Birch Telecom of Missouri, Inc.  
2020 Baltimore Avenue  
Kansas City, MO 64108

**FILED**  
**MO PSC**

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.20 Birch SmartBiz Bundles

Birch SmartBiz Bundles are available in the following packages:

- SmartBiz Plus
- SmartBiz Premium

A. Birch SmartBiz Plus Bundle is equipped with:

Basic Business Line (1)  
 Caller ID  
 Call Waiting ID Options (2)  
 Call Forward Variable  
 30 Minutes Long Distance Block of Time (3)

Monthly Rates (4)

	<u>Principal Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	
St. Louis	\$39.00	\$41.00	\$42.50	(I)
St. Louis, 1-2 Lines (7)	39.00	41.00	42.50	
Kansas City	39.00	40.00	42.50	(I)
Kansas City, 1-2 Lines (7)	39.00	41.00	42.50	

B. Birch SmartBiz Premium Bundle is equipped with:

Basic Business Line (1)  
 Caller ID  
 Call Waiting ID Options (2)  
 Call Forward Variable  
 130 Minutes Long Distance Block of Time (3)

Monthly Rates (4)

	<u>Principal Zone</u>	<u>MCA - 1</u>	<u>MCA - 2</u>	
St. Louis	\$45.00	\$47.00	\$48.50	(I)
St. Louis, 1-2 Lines (7)	45.00	47.00	48.50	
Kansas City	45.00	46.00	48.50	(I)
Kansas City, 1-2 Lines (7)	45.00	47.00	48.50	

See Sheet No. 63.13 for footnotes.

Issued: May 10, 2005

Effective: May 15, 2005

G. Michael Cassity, President  
 Birch Telecom of Missouri, Inc.  
 2020 Baltimore Avenue  
 Kansas City, MO 64108

**FILED**  
**MO PSC**

Birch Telecom of Missouri, Inc.

Original Sheet No. 63.12

## 4. SERVICES (continued)

Missouri Public

4.5 General Exchange Services (continued)

REC'D JUN 13 2002

4.5.20 Birch SmartBiz Bundles (continued)

Service Commission

## C. Birch Long Distance Blocks of Time for Birch SmartBiz Bundles (5):

<u>Package</u>	<u>Block of Time Per Month</u>	<u>Overage Usage Rate per Minute</u>
SmartBiz Plus	30	\$.089
SmartBiz Premium	130	.069

## D. Birch SmartBiz Feature List (6)

Customer may exchange the Caller ID, Call Waiting ID Options and Call Forward Variable features with any of the features listed below:

- Anonymous Call Rejection
- Auto Redial
- Call Blocker
- Call Forward Busy/No Answer
- Call Return
- Call Transfer Disconnect
- Distinctive Ring
- Distinctive Ring Additional
- Priority Call
- Remote Access to Call Forward
- Selective Call Forward
- Simultaneous Call Forward
- Speed Call 30
- Three Way Calling

Missouri Public

See Sheet No. 63.13 for footnotes.

FILED JUL 15 2002

Service Commission

Issued: June 13, 2002

Effective: July 15, 2002

David E. Scott, President  
Birch Telecom of Missouri, Inc.  
2020 Baltimore Avenue  
Kansas City, MO 64108

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.20 Birch SmartBiz Bundles (continued)Footnotes for Birch SmartBiz Bundles

- (1) Rate Groups are defined in Section 3 of this tariff.

This service offering is limited to one-line business customers. Customers may order an additional line to be added to the service at the rates specified elsewhere in this tariff. Once the customer's service exceeds two lines, its options and pricing revert to those specified elsewhere in this tariff.

The installation charges specified elsewhere in this tariff apply to installation of Birch SmartBiz Bundles.

SmartBiz Bundle lines will automatically be blocked for 900/976 calling. The customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial, Call Return and Three Way Calling. The customer will be charged \$.50 per usage.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.

- (3) Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1.

- (4) Birch is currently not providing this service to areas included in Rate Groups A, A1, B, B1, C-Principal, and C-MCA-1.

- (5) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1 will apply to long distance services.

- (6) Optional Features can be added to a SmartBiz Bundle or an additional line at the rates specified in Section 4.5.3.

Feature Change Charge, as noted in Section 4.5.8, applies to any feature change.

Birch 3 Feature Value Package or Birch 7 Feature Value Package features packages are not available with the SmartBiz Bundle package.

- (7) Effective March 1, 2004, these rates will only be applicable to existing 1-2 line Customers. (N)

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.21 Birchual Office Service

*Birchual Office Service* is a service whereby calls placed to a business customer's telephone number (the *Birchual Office* number) in one exchange are automatically forwarded to a telephone number (the terminating number) in another exchange. The *Birchual Office* number does not involve telephone equipment, a physical location, or manual input to initiate the forwarding of calls to the terminating number. When a *Birchual Office* number is called, it is intercepted at the local central office and automatically routed to whatever terminating number the customer designates. The forwarded calls can be local or toll, depending on the type of service to which the customer subscribes. The *Birchual Office* customer is responsible for any local usage or toll charges incurred between the customer's *Birchual Office* number and the terminating number. The *Birchual Office* number includes one path, which allows for one call to be forwarded at a time. Additional paths can be ordered to allow additional calls to be forwarded simultaneously. *Birchual Office Service* is available to Birch business customers only.

*Birchual Office Service* is available in the following packages:

- Local *Birchual Office Service*
- Long Distance *Birchual Office Service*

A. Local *Birchual Office Service*

- The *Birchual Office* number and the terminating number are within the same local calling area.
- Unlimited local calling will be allowed between the *Birchual Office* number and the terminating number.

	<u>Monthly Rate</u>	<u>Service Charge (1)</u>	
Local <i>Birchual Office</i> , with one path	\$24.50	\$15.00	
Additional Local Path	24.50	15.00	
	<u>Monthly Rate</u>	<u>Service Charge (1)</u>	(N)
Metro <i>Birchual Office</i> , with one path			
Rate Group B - MCA 3	\$35.75	15.00	
Rate Group A and B - MCA 4	\$54.50	15.00	
Rate Group A and B - MCA 5	\$74.75	15.00	
Additional Metro Path			
Rate Group B - MCA 3	\$35.75	15.00	
Rate Group A and B - MCA 4	\$54.50	15.00	
Rate Group A and B - MCA 5	\$74.75	15.00	(N)

See Sheet No. 63.16 for footnotes.

Issued: September 23, 2003

Effective: October 25, 2003

David E. Scott, President  
Birch Telecom of Missouri, Inc.  
1004 Baltimore Ave., Suite 900  
Kansas City, MO 64105

Filed  
MO PSC

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)4.5.21 Birchual Office Service

## A. Long Distance Birchual Office Service (2)(3)

- a. The Birchual Office number and the terminating number are not within the same local calling area and the Birchual Office number forwards to the terminating number outside of the local calling area.
- b. Applicable toll charges will be incurred.

	<u>Monthly Rate</u>	<u>Service Charge</u> (1)
Long Distance Birchual Office, with one path	\$14.50	\$15.00
Additional Long Distance Path	14.50	15.00

## C. Regulations

1. A Birchual Office number cannot terminate on a public or semi-public service (coin telephone).
2. Birchual Office Service does not provide caller identification of the originating number to the terminating number.
3. A Birchual Office number is not suitable for data transmission.
4. The Birchual Office path is not released when the call is forwarded.
5. Birchual Office Service is subject to the availability of facilities.
6. Birchual Office Service cannot be suspended (vacation service).
7. Calls will only be allowed to be forwarded to a business line.
8. Collect and third-party calls will be billed to the Birchual Office number.
9. Custom calling features are not available on a Birchual Office number.
10. The Birchual Office number cannot terminate to another such number, whether a Birchual Office number or the same such service of another service provider.
11. Call Forward Variable should not be offered on the terminating line. Customers are allowed to have Call Forward Busy/No Answer on the terminating number for voice mail purposes.
12. Birchual Office can terminate to a distinctive ring number. The distinctive ring number must be different than the Birchual Office number.
13. Birchual Office may only be used for the communications of a single end user. It(N) may not be used to aggregate the long distance communications of multiple end users for resale or to provision communications services for others. (N)

See Sheet No. 63.16 for footnotes.



## 4. SERVICES (continued)

(N)

4.5 General Exchange Services (continued)4.5.21 Birchual Office Service (continued)

## D. Directory Listing

One listing in the directory covering the exchange in which the *Birchual* Office number is located is provided without additional charge. Additional listings and other Directory Listing products may be purchased for the *Birchual* Office number.

- (1) The Service Charge applies to an order for new *Birchual* Office Service, to change the *Birchual* Office number, to change the number to which the number is forwarded, and to add additional paths, whether ordered at the time of conversion of service or on a subsequent order. Only one Service Charge will apply per request, regardless of the number of additions or changes made by the request. The Service Charge will not apply to convert the service and its existing path(s) to Birch or on outside moves of customer's other service if there is no *Birchual* Office number or terminating number change.
- (2) The customer may select Birch long distance service, or another long distance carrier from the Birch-approved long distance carrier list, to carry the traffic from the *Birchual* Office number to the terminating number. When Birch is selected as customer's long distance carrier for service other than its *Birchual* Office Service, as well as for its *Birchual* Office Service, the *Birchual* Office number long distance usage will be invoiced at the customer's plan rate, as applicable, and any usage will contribute to the customer's volume commitment, if any. When Birch is selected as the customer's long distance carrier for its *Birchual* Office Service only, the default Birch long distance rate, as set forth in the Company's Interexchange Tariff, MO P.S.C. No. 1, in Section 5.4.1, will apply to any long distance usage billed.

All Rules and Regulations found in the Company's Interexchange Tariff, MO P.S.C. No. 1, will apply to long distance services.

(N)

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.21 Business First and Business First Metro bundles (1)(7)

(T)

Line with or without Series Completion Hunting  
 Caller ID  
 Call Waiting (2)  
 Call Waiting ID with Options (2) (3)  
 Call Forwarding Variable  
 Call Forward Busy/No Answer *or* Call Forward/No Answer with Series Completion Hunting  
 Anonymous Call Rejection  
 Call Transfer Disconnect  
 Remote Access to Call Forwarding Variable  
 250 Minutes Long Distance Block of Time (4)

## A. Monthly Rates (5)

## Business First - basic line

12-month Term Commitment	\$46.00
24-month Term Commitment	\$44.00
Month-to-month, following expired term	\$50.00

## Business First Metro - metro line (6)

<u>Rate Groups</u>	<u>12-month Term Commitment</u>	<u>24-month Term Commitment</u>	<u>Month-to-month for expired term</u>
Rate Group 1	\$60.00	\$57.00	\$64.00
Rate Group 2	\$63.00	\$60.00	\$67.00
Rate Group 3	\$76.50	\$73.50	\$80.50
Rate Group 4	\$80.00	\$77.00	\$84.00
Rate Group 5	\$82.00	\$79.00	\$86.00
Rate Group 6	\$97.50	\$94.50	\$101.50
Rate Group 7	\$104.00	\$101.00	\$108.00

## B. Early Termination Fee

If Customer disconnects Services, or Services are disconnected for nonpayment or other Customer breach prior to the end of the current term for any reason, except for any failure by Birch, Customer will be billed on its next monthly invoice a termination fee of \$200.00 per line, including lines added after the initial location/account establishment. Additionally, Customer shall be billed for any credits previously provided or charges previously waived in connection with any promotion in conjunction with the Business First bundle.

See Sheet No. 63.19 for footnotes.

Issued: July 9, 2008

Effective: August 8, 2008

Christopher J. Bunce, Vice President Legal, and General Counsel  
 Birch Communications  
 2300 Main St. Suite 600  
 Kansas City, MO 64108

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

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.21 Business First and Business First Metro bundles (1) (continued)

(N)

## C. Business First Metro bundle rate groups

<u>Rate Group 1</u>	<u>Rate Group 2</u>	<u>Rate Group 3</u>	<u>Rate Group 4</u>
Archie	Chesterfield	Antonia	Excelsior Springs
Ash Grove	Fenton	Eureka	
Billings	Imperial	Herculaneum-Pevely	
Clever	Manchester		
Farley	Maxville		
Grain Valley	Portage Des Sioux		
Greenwood	St. Charles		
Marionville	Valley Park		
Richmond			
Smithville			
Walnut Grove			
<u>Rate Group 5</u>	<u>Rate Group 6</u>	<u>Rate Group 7</u>	
Harvester	Gray Summit	Cedar Hill	
High Ridge	Hillsboro	DeSoto	
Pond	Ware	Festus-Crystal City	
		Pacific	

See Sheet No. 63.19 for footnotes.

(N)

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.21 Business First and Business First Metro bundles (1) (continued)

Footnotes for Business First and Business First Metro bundles:

- (1) Business First bundle equipped with basic line is provided within the rate centers set forth in Section 3.1. Business First Metro bundle equipped with a metro line will be offered only in the rate centers set forth 4.5.21C. Metro lines cannot hunt to non-metro lines.

Customer must subscribe all lines at a given location to the Business First and/or Business First Metro bundles.

The installation charges specified elsewhere in this tariff apply to installation of the Business First and Business First Metro bundles.

The only features available are those set forth in Section 4.5.21. Customer may drop any of those features at conversion at no charge, and may drop or add back any of those features following conversion, subject to the feature add/change charge, as tariffed in Section 4.5.13. Birch 3 Feature Value Package or Birch 7 Feature Value Package features packages are not available with the Business First and Business First Metro bundles.

Business First and Business First Metro bundles lines will automatically be blocked for 900/976 calling. The Customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial and Call Return. The Customer will be charged per activation as tariffed in Section 4.5.3C.

- (2) Call Waiting and Call Waiting ID with Options not available on lines equipped with Series Completion Hunting.
- (3) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (4) The Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use, and pools at the Customer's location level. All Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1 will apply to long distance services.

Overage usage rate per minute is \$.045.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1.

- (5) Business First and Business First Metro bundles are initially available to new and existing Birch Customers only with a term commitment. Once the term expires, if Customer does not sign up for a new term, the pricing will default to the month-to-month rate tariffed in 4.5.21A.
- (6) The rate groups for Business First Metro bundle equipped with metro lines are as defined in Section 4.5.21C of this Tariff.
- (7) Effective August 8, 2008 this product is not available for new service and may not be moved to new locations. (T)  
(T)

Issued: July 9, 2008

Effective: August 8, 2008

Christopher J. Bunce, Vice President Legal, and General Counsel  
Birch Communications  
2300 Main St. Suite 600  
Kansas City, MO 64108

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

Birch Telecom of Missouri, Inc.  
dba Birch Communications

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.22 Home Essentials and Home Essentials Metro bundles (1)(5)

Line  
 Caller ID  
 Call Waiting  
 Call Waiting ID with Options (2)  
 Call Forwarding Variable  
 Call Forward Busy/No Answer  
 Anonymous Call Rejection  
 Three-Way Calling  
 Remote Access to Call Forwarding Variable  
 250 Minutes Long Distance Block of Time (3)

## A. Monthly Rates (4)

	<u>Basic Line</u>	<u>Metro Line (4)</u>
12-month Term Commitment	\$46.00	\$54.00
24-month Term Commitment	\$44.00	\$51.00
Month-to-month, for expired term	\$50.00	\$58.00

## B. Early Termination Fee

If Customer disconnects Services, or Services are disconnected for nonpayment or other Customer breach prior to the end of the current term for any reason, except for any failure by Birch, Customer will be billed on its next monthly invoice a termination fee of \$200.00 per line, including lines added after the initial location/account establishment. Additionally, Customer shall be billed for any credits previously provided or charges previously waived in connection with any promotion in conjunction with the Home Essentials and Home Essentials Metro bundles.

## C. Non-recurring Charges

Additional line	\$36.00	
Class of service change	\$60.00	(I)
Conversion of line to Birch service	\$ 0.00	
Establish dual service – Basic Line	\$60.00	(I)
Establish dual service – Metro Line	\$30.00	
Expedited service charge	\$60.00	(I)
Features add, drop or change	\$10.00	
Invoice change	\$60.00	(I)
Move, per line or trunk	\$70.00	(I)
Service change, all other, per line	\$10.00	
Telephone number change	\$25.00	
Telephone number search, 1 <sup>st</sup> 20 set free	\$15.00	
Transfer of service	\$10.00	

See Sheet No. 63.21 for footnotes.

Issued: August 2, 2013

Effective: September 1, 2013

Christopher J. Bunce, Sr. Vice President Legal, and General Counsel  
 Birch Communications  
 2300 Main St. Suite 340  
 Kansas City, MO 64108

**FILED**  
**Missouri Public**  
**Service Commission**  
**JC-2014-0057**

---

4. SERVICES (continued)4.5 General Exchange Services (continued)

## 4.5.22 Home Essentials and Home Essentials Metro bundles (1) (continued)

Footnotes for Home Essentials and Home Essentials Metro bundles:

- (1) Home Essentials bundle equipped with basic line is provided within the rate centers set forth in Section 3.1. Home Essentials Metro bundle equipped with a metro line will be offered only in the rate centers set forth 4.5.21C.

Customer must subscribe all lines at a given location to the Home Essentials and/or Home Essentials Metro bundle.

The installation charges specified elsewhere in this tariff apply to installation of the Home Essentials and Home Essentials Metro bundles.

The only features available are those set forth in Section 4.5.22. Customer may drop any of those features at conversion at no charge, and may drop or add back any of those features following conversion, subject to the feature add/change charge, as tariffed in Section 4.5.22C.

Home Essentials and Home Essentials Metro bundles lines will automatically be blocked for 900/976 calling. The Customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial and Call Return. The Customer will be charged per activation as tariffed in Section 4.5.3C.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (3) The Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use, and pools at the Customer's location level. All Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1 will apply to long distance services.

Overage usage rate per minute is \$.045.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Tariff, PSC MO No. 1.

- (4) Home Essentials and Home Essentials Metro bundles are initially available to new and existing Birch Customers only with a term commitment. Once the term expires, if Customer does not sign up for a new term, the pricing will default to the month-to-month rate tariffed in 4.5.22A.

- (5) Effective August 8, 2008, this service is no longer offered for new service.

(T)

4. SERVICES (continued)

4.5 General Exchange Bundles

4.5.22.1 Value Line

(T)

A. Value Line is equipped with:

(T)

Basic Line Business or Residential (1) (2)

B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.

2. Non- Recurring Charges are located in Section 4.5.27.

3. Long Distance Rates for Value Line: (3)

(T)

<u>Long Distance</u>	<u>Rate Per Minute -</u> <u>Business</u>	<u>Rate Per Minute -</u> <u>Residential</u>
In Contract Minutes	\$.069	\$.060
No Contract Minutes	\$.075	\$.075

(T)

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from the Company's customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

(T)

C. Optional Calling Features

Usage Sensitive Features located with features on sheet 63.52

4. SERVICES (continued)

4.5 General Exchange Bundles (continued)

4.5.22.1 Value Line (continued)

(T)

D. Value Line - Feature List (4) (5)

(T)

E. Value Line – Previous Product Names

(T)

The following products of Birch Telecom of Missouri, Inc. dba Birch Communications and Ionex Communications Inc., dba Birch Communications have changed their name to Value Line. The services and rates for each product have previously been grandfathered.

(T)

Flat Rate Business Line

Basic Line

Basic Additional Line

Value Line

(T)

Access Line - Flat Rate w/Rotary

F. Footnotes for Value Line:

(T)

(1) Value Line is available to business customers.

(T)

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining (Per Location)

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

(2) Product may not be available in all CLLIs.

(3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from the Company's customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

(T)

Customer may choose to use another carrier for their long distance purposes; however, declining the Company's long distance will not reduce the package monthly rate

(T)



4. SERVICES (continued)

4.5 General Exchange Bundles (continued)

4.5.22.1 Value Line (continued)

(T)

- (4) The availability of certain features depends on ILEC feature availability.
- (5) An additional charge will apply when adding the Company's Unified Messaging or the Company's Voicemail to Value Line. There is a maximum of 3 extensions per voicemail box. (T)
- (6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Value Line. (T)
- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (8) Effective July 30, 2010, Value line will no longer have residential services available for new service. (T)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23 Basic Line

(T)

A. Basic Line is equipped with:

(T)

Basic Business or Residential Line (1)  
Unlimited Local, Intra-LATA Long Distance  
Caller ID – Name and Number  
Call Waiting  
Hunting (for Business only)

B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.

2. Non- Recurring Charges are located in Section 4.5.27.

3. Long Distance Rates for Basic Line:

(T)

<u>Long Distance</u>	<u>Rate Per Minute -</u>	<u>Rate Per Minute -</u>
	<u>Business</u>	<u>Residential</u>
In Contract Minutes	\$.049	\$.060
No Contract Minutes	\$.075	\$.075

(T)

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from the Company's customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

(T)

C. Optional Calling Features

Usage Sensitive Features moved to sheet 63.52.

## 4. SERVICES (continued)

(N)

## 4.5 General Exchange Bundles

## 4.5.23.0.1 BirchNet Value Line

## A. BirchNet Value Line is equipped with:

Basic Business Line (1) (2)

## B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.
2. Non- Recurring Charges are located in Section 4.5.27.
3. Birch Long Distance Rates for BirchNet Value Line: (3)

<u>Birch Long Distance</u>	<u>Rate per minute</u>
All Long Distance Minutes	\$.069

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

C. Optional Calling Features

## Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business
Three-Way Calling	\$1.25
Call Return	\$1.25
Repeat Dialing	\$1.25
Busy Connect (Per call, per use)	\$0.90

(N)

## 4. SERVICES (continued) (N)

4.5 General Exchange Bundles (continued)

## 4.5.23.0.1 BirchNet Value Line (continued)

## D. BirchNet Value Line - Feature List (4) (5)

Any of the following calling features may be added to the Birch Value Line.  
The following rates apply only when these calling features are added to the Birch Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. The charge is .50 per use. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

<u>BirchNet Value Feature List</u>	<u>Monthly Rate</u>
Anonymous Call Rejection	\$1.70
Call Block	\$4.25
Call Forwarding Busy Line (6)	\$2.60
Call Forwarding No Answer	\$2.60
Call Return	\$4.80
Call Selector	\$4.50
Call Tracing	\$4.50
Call Waiting	\$6.40
Caller ID – Name & Number (7)	\$7.60
Calling number delivery blocking, per Line	\$4.50
Distinctive Ringing Service	\$5.20
Hunting	\$5.00
Message Waiting Indication	\$1.60
Preferred Call Forwarding	\$4.50
Remote Access – Call Forwarding Variable	\$6.80
Repeat Dialing	\$4.45
Speed Calling	\$4.20
Star 98 Access	\$1.60
Three-Way Calling	\$5.60

## E. Footnotes for BirchNet Value Line:

(1) BirchNet Value Line is available to business customers.

All customers will be required to sign a 12 or 24 month term agreement.

Early Termination Fees are calculated using the following formula:  
50% x (Line rate x Number of lines) x Months Remaining

The termination fee will apply to every line on the original contract or any subsequent renewal of the contract.

(N)

## 4. SERVICES (continued)

(N)

4.5 General Exchange Bundles (continued)

## 4.5.23.0.1 BirchNet Value Line (continued)

(2) Product may not be available in all CLLIs.

(3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

(4) The availability of certain features depends on ILEC feature availability.

(5) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

(6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Value Line.

(7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

(N)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23 Basic Line (continued)

(T)

D. Basic Line - Feature List

(T)

E. Basic Line – Previous Product Names

(T)

The following products of Birch Telecom of Missouri, Inc. dba Birch Communications and Ionex Communications Inc., dba Birch Communications have changed their name to Basic Line. The services and rates for each product have previously been grandfathered.

(T)

Birch Metro Line  
Metro Line  
Home Connection Plus  
Home Connection Premium  
Home Connection  
Home Connection Metro Premium  
Home Connection Metro  
Elite Line  
Elite Metro Hunting Line  
Elite Hunting Line  
Elite Metro Line  
Hunting Line  
Birch Basic Metro Line  
Basic Line

E. Footnotes for Basic Line:

(T)

- (1) Basic Line is available to business and residential customers.

(T)

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining (Per Location)

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23 Basic Line (continued)

(T)

E. Footnotes for Basic Line (continued):

(N)

(2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates located in section 4.5.27 will apply.

(T)

(3) The availability of certain features depends on ILEC feature availability.

(4) Some features are only available to residential customers.

(5) Some features are only available to business customers.

(6) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from the Company's customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

(T)

Customer may choose to use another carrier for their long distance purposes; however, declining the Company's long distance will not reduce the package monthly rate.

(T)

(7) Product may not be available in all CLLIs.

(8) An additional charge will apply when adding the Company's Unified Messaging or the Company's Voicemail to Basic. There is a maximum of 3 extensions per voicemail box.

(T)

(T)

(9) This rate is inclusive of the Cancel Call Waiting option where available.



4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23 Basic Line (continued)

(T)

E. Footnotes for Basic Line (continued):

(N)

- (10) Caller ID with Name and Number - Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (11) Call Forwarding - Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Line.

(T)

(T)



---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus

(T)

A. Basic Plus is equipped with:

(T)

Business or Residential Line (1)  
Unlimited Local Intra-LATA Long Distance  
Anonymous Call Rejection, per line  
Call Block (Business Only)  
Call Forwarding (Business Lines Only)  
Call Forwarding Busy Line  
Call Forwarding Don't Answer  
Call Return  
Call Return Blocking (Residential Lines Only)  
Call Selector  
Call Tracing  
Call Waiting  
Caller ID (Business Lines Only)  
Caller ID Blocking (Residential Lines Only)  
Caller ID Deluxe  
Calling number delivery blocking, per line (Business Lines Only)  
Collect Call Blocking (Residential Lines Only)  
Distinctive Ringing Service  
Enhanced Caller ID (Business Only) / Call Waiting Deluxe (Residential Only)  
International Blocking (Residential Lines Only)  
Hunting (Business Lines Only)  
Preferred Call Forwarding (Business Lines Only)  
Remote Access – Call Forwarding Variable  
Repeat Dialing  
Repeat Dialing Blocking (Residential Lines Only)  
Selective Class of Call Screening (Business Lines Only)  
Speed Calling  
Third Party Blocking (Residential Lines Only)  
Three-Way Calling  
900/976 Blocking (Residential Lines Only)

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.23.1 Basic Plus (continued)

## B. Business and Residential Rates and Charges

## 1. Monthly Recurring Charges

## a. AT&amp;T Service Areas

## (1) On-Net

## Business

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
All Zones	\$115.95 (I)	\$113.95 (I)	\$111.95 (I)

## Residential

<u>Zone</u>	<u>All Terms</u>
All Zones	\$60.95

(T)  
-----  
(T)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

a. AT&T Service Areas (Cont'd)

(D)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

a. AT&T Service Areas (Cont'd)

(D)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

a. AT&T Service Areas (Cont'd)

(D)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

a. AT&T Service Areas (Cont'd)

(D)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

2. Monthly Recurring Charges (continued)

a. AT&T Service Areas (Cont'd)

(D)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.23.1 Basic Plus (continued)

## B. Business and Residential Rates and Charges (continued)

## 3. Monthly Recurring Charges (continued)

## a. AT&amp;T Service Areas (Cont'd)

## (2) Off-Net – Business Only

CLLI	Basic Plus Business 1 Yr	Basic Plus Business 2 Yr	Basic Plus Business 3 Yr	(C)
All CLLI Areas				
Business Line	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	
Business Trunk	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	(C)



4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

b. Embark Missouri Areas

CLLI	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr
APCYMOXA	\$218.95	\$215.95	\$215.95
BCKNMOXA	\$140.95	\$137.95	\$137.95
BLBNMOXA	\$218.95	\$215.95	\$215.95
BLTWMOXA	\$218.95	\$215.95	\$215.95
BRZTMOXA	\$218.95	\$215.95	\$215.95
BTLRMOXA	\$218.95	\$215.95	\$215.95
CHLHMOXA	\$218.95	\$215.95	\$215.95
CLBGMOXA	\$218.95	\$215.95	\$215.95
CLCMMOXX	\$218.95	\$215.95	\$215.95
CLFRMOXA	\$140.95	\$137.95	\$137.95
CLHNMOXA	\$92.95	\$89.95	\$60.95
CLTNMOXA	\$92.95	\$89.95	\$89.95
CMFNMOXA	\$218.95	\$215.95	\$215.95
CNTWMOXA	\$218.95	\$215.95	\$215.95
CNVWMOXA	\$218.95	\$215.95	\$215.95
COALMOXA	\$218.95	\$215.95	\$215.95
CRAQMOXA	\$218.95	\$215.95	\$215.95
DPWRMOXA	\$218.95	\$215.95	\$215.95
DRBRMOXA	\$218.95	\$215.95	\$215.95
EGTNMOXA	\$218.95	\$215.95	\$215.95
EUGNMOXA	\$218.95	\$215.95	\$215.95
FLVWMOXA	\$92.95	\$89.95	\$89.95
FRFXMOXA	\$218.95	\$215.95	\$215.95
FTLWMOXA	\$92.95	\$89.95	\$89.95
GNRGMOXA	\$218.95	\$215.95	\$215.95
HLDNMOXA	\$218.95	\$215.95	\$215.95

(T)

(I)

(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

b. Embark Missouri Areas (continued)

CLLI	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr
HLSMMOXA	\$140.95	\$137.95	\$137.95
HNRTMOXA	\$218.95	\$215.95	\$215.95
HNVLMOXA	\$92.95	\$89.95	\$89.95
HOLTMOXA	\$218.95	\$215.95	\$215.95
HOSTMOXA	\$218.95	\$215.95	\$215.95
HPKNMOXA	\$218.95	\$215.95	\$215.95
HRDNMOXA	\$218.95	\$215.95	\$215.95
IONIMOX	\$218.95	\$215.95	\$215.95
JFCYMOXA	\$92.95	\$89.95	\$89.95
KGCYMOXA	\$218.95	\$215.95	\$215.95
KGVLMOX	\$218.95	\$215.95	\$215.95
KRNYMOXA	\$92.95	\$89.95	\$89.95
LBNNMOXA	\$92.95	\$89.95	\$89.95
LETNMOXA	\$218.95	\$215.95	\$215.95
LKLTMOXA	\$92.95	\$89.95	\$89.95
LNCLMOXA	\$218.95	\$215.95	\$215.95
LNJCMOX	\$218.95	\$215.95	\$215.95
LXTNMOXA	\$92.95	\$89.95	\$89.95
MAVLMOX	\$92.95	\$89.95	\$89.95
MDCYMOXA	\$218.95	\$215.95	\$215.95
MLBNMOXA	\$218.95	\$215.95	\$215.95
MSCYMOXA	\$218.95	\$215.95	\$215.95
MTRSMOX	\$218.95	\$215.95	\$215.95
NBFDMOXA	\$218.95	\$215.95	\$215.95
NRBRMOXA	\$218.95	\$215.95	\$215.95
NWBGMOXA	\$218.95	\$215.95	\$215.95
ODSSMOXA	\$140.95	\$137.95	\$137.95
OEVLMOXA	\$218.95	\$215.95	\$215.95
OKGVMOXA	\$92.95	\$89.95	\$89.95
ORCKMOXA	\$218.95	\$215.95	\$215.95
PCNGMOXA	\$218.95	\$215.95	\$215.95
PLCYMOXA	\$140.95	\$137.95	\$137.95
PLHLMOX	\$92.95	\$89.95	\$89.95
RCLDMOX	\$218.95	\$215.95	\$215.95

(T)

(I)

(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

b. Embark Missouri Areas (continued)

CLLI	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr	(T)
RLVLMOX	\$218.95	\$215.95	\$215.95	(I)
ROLLMOX	\$92.95	\$89.95	\$89.95	
SALMMOX	\$218.95	\$215.95	\$215.95	
SHTNMOX	\$218.95	\$215.95	\$215.95	
STBGMXX	\$218.95	\$215.95	\$215.95	
STRBMOX	\$92.95	\$89.95	\$89.95	
STTMMOX	\$218.95	\$215.95	\$215.95	
SWSPMOX	\$218.95	\$215.95	\$215.95	
SYRCMOX	\$218.95	\$215.95	\$215.95	
TAOSMOX	\$140.95	\$137.95	\$137.95	
TARKMOX	\$218.95	\$215.95	\$215.95	
TPTNMOX	\$92.95	\$89.95	\$89.95	
URCHMOX	\$218.95	\$215.95	\$215.95	
WGTMNOX	\$218.95	\$215.95	\$215.95	
WNDSMOX	\$218.95	\$215.95	\$215.95	
WRBGMXX	\$92.95	\$89.95	\$89.95	
WRSWMOX	\$218.95	\$215.95	\$215.95	
WSTNMOX	\$218.95	\$215.95	\$215.95	
WVRLMOX	\$140.95	\$137.95	\$137.95	
WYVLMOX	\$92.95	\$89.95	\$89.95	(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

c. CenturyTel of Missouri Areas

	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr	(T)
<b>CLLI</b>				(I)
AGSTMOXA	\$80.95	\$77.95	\$60.95	
ALTNMOXA	\$75.95	\$72.95	\$58.95	
ASLDMOXA	\$75.95	\$72.95	\$57.95	
AVA MOXA	\$75.95	\$72.95	\$57.95	
BASNMOXA	\$76.95	\$73.95	\$58.95	
BASWMOXA	\$75.95	\$72.95	\$57.95	
BDYLMOXA	\$74.95	\$71.95	\$57.95	
BFLOMOXA	\$75.95	\$72.95	\$57.95	
BLEYMOXA	\$75.95	\$72.95	\$58.95	
BLLEMOXA	\$75.95	\$72.95	\$58.95	
BLNDMOXA	\$74.95	\$71.95	\$57.95	
BRBNMOXA	\$75.95	\$72.95	\$58.95	
CABLMOXA	\$75.95	\$72.95	\$58.95	
CDCKMOXA	\$74.95	\$71.95	\$57.95	
CENLMOXA	\$75.95	\$72.95	\$58.95	
CHMSMOXA	\$74.95	\$71.95	\$57.95	
CLFDMOXA	\$75.95	\$72.95	\$58.95	
CLMAMOX	\$75.95	\$72.95	\$56.95	
CLMAMOB	\$75.95	\$72.95	\$56.95	
CLRKMOXA	\$74.95	\$71.95	\$57.95	
CNWYMOXA	\$75.95	\$72.95	\$58.95	
CPFRMOXA	\$75.95	\$72.95	\$58.95	
CRANMOXA	\$75.95	\$72.95	\$58.95	
CRTMMOXA	\$74.95	\$71.95	\$57.95	
CSVLMOXA	\$75.95	\$72.95	\$57.95	
CUBAMOX	\$75.95	\$72.95	\$57.95	
DFNCMOXA	\$80.95	\$77.95	\$60.95	
DORAMOX	\$74.95	\$71.95	\$57.95	
DRDNMOXA	\$80.95	\$77.95	\$60.95	
EKLDMOXA	\$74.95	\$71.95	\$57.95	
EXTRMOXA	\$74.95	\$71.95	\$57.95	
FOLYMOXA	\$74.95	\$71.95	\$57.95	
FRLDMOX	\$75.95	\$72.95	\$58.95	
FRSTMox	\$80.95	\$77.95	\$60.95	(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

c. CenturyTel of Missouri Areas (continued)

	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr
<b>CLLI</b>			
FRSYMOXA	\$75.95	\$72.95	\$57.95
GALNMOXA	\$75.95	\$72.95	\$58.95
GSVLMOX	\$75.95	\$72.95	\$58.95
HGHLMOXA	\$74.95	\$71.95	\$57.95
HLDVMOXA	\$75.95	\$72.95	\$58.95
HLVLMOX	\$75.95	\$72.95	\$58.95
HOLSMOX	\$74.95	\$71.95	\$57.95
HRLYMOXA	\$74.95	\$71.95	\$57.95
HRMNMOXA	\$75.95	\$72.95	\$58.95
HRMTMOXA	\$74.95	\$71.95	\$57.95
HWPNMOXB	\$74.95	\$71.95	\$57.95
JMTWMOXA	\$74.95	\$71.95	\$57.95
JNBGMOX	\$74.95	\$71.95	\$57.95
JNKNMOXA	\$74.95	\$71.95	\$57.95
KMCYMOXA	\$75.95	\$72.95	\$57.95
KSHKMOXA	\$74.95	\$71.95	\$57.95
LEBGMOX	\$74.95	\$71.95	\$57.95
LSBGMOX	\$74.95	\$71.95	\$57.95
MANOMOX	\$75.95	\$72.95	\$58.95
MNFDMOXA	\$75.95	\$72.95	\$58.95
MRFDMOXA	\$75.95	\$72.95	\$57.95
MRSNMOXA	\$74.95	\$71.95	\$57.95
MSMLMOXA	\$75.95	\$72.95	\$58.95
MTSTMOXA	\$75.95	\$72.95	\$58.95
MTVLMOX	\$75.95	\$72.95	\$58.95
MTVWMOXA	\$74.95	\$71.95	\$57.95
NINGMOXA	\$74.95	\$71.95	\$57.95
NWMLMOXA	\$80.95	\$77.95	\$60.95
OFLNMOXA	\$80.95	\$77.95	\$60.95
OLMRMOXA	\$74.95	\$71.95	\$57.95
OZRKMOXA	\$76.95	\$73.95	\$58.95
PRRHMOXA	\$74.95	\$71.95	\$57.95
PRTMMOX	\$74.95	\$71.95	\$57.95
PSBGMOX	\$74.95	\$71.95	\$57.95

(T)

(I)

(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

c. CenturyTel of Missouri Areas (continued)

CLLI	Basic Plus Business 1 Yr	Basic Plus Business 2 & 3 Yr	Basic Plus Residential 1,2 & 3Yr
PSTNMOXA	\$74.95	\$71.95	\$57.95
RCBHMOXA	\$75.95	\$72.95	\$58.95
RDSPMOXA	\$75.95	\$72.95	\$58.95
RHPTMOXB	\$74.95	\$71.95	\$57.95
SAFEMOXA	\$74.95	\$71.95	\$57.95
SHKNMOXA	\$59.95	\$57.95	\$60.95
SMVIMOX	\$75.95	\$72.95	\$58.95
SPRTMOXA	\$75.95	\$72.95	\$58.95
STGNMOXA	\$75.95	\$72.95	\$58.95
STJMMOX	\$74.95	\$71.95	\$57.95
STPRMOXA	\$75.95	\$72.95	\$57.95
SYMRMOXA	\$80.95	\$77.95	\$60.95
THDSMOXA	\$75.95	\$72.95	\$58.95
THVLMOX	\$74.95	\$71.95	\$57.95
THYRMOXA	\$74.95	\$71.95	\$57.95
TROYMOXA	\$75.95	\$72.95	\$58.95
TXTNMOXA	\$76.95	\$73.95	\$58.95
URBNMOXA	\$74.95	\$71.95	\$57.95
VCHYMOXA	\$75.95	\$72.95	\$58.95
WASLMOXA	\$74.95	\$71.95	\$57.95
WLRGMOXA	\$74.95	\$71.95	\$57.95
WLSPMOXA	\$74.95	\$71.95	\$57.95
WNFDMOX	\$75.95	\$72.95	\$57.95
WNVLMOX	\$75.95	\$72.95	\$58.95
WPLNMOXA	\$76.95	\$73.95	\$58.95
WRCYMOXA	\$75.95	\$72.95	\$57.95
WRTNMOXA	\$76.95	\$73.95	\$58.95
WSBNMOXA	\$74.95	\$71.95	\$57.95
WTLDMOXA	\$75.95	\$72.95	\$58.95

(T)

(I)

(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

(T)

4.5.23.1 Basic Plus (continued)

B. Business and Residential Rates and Charges (continued)

1. Monthly Recurring Charges (continued)

d. CenturyTel of NW Arkansas Areas

	<b>Basic Plus Business 1 Yr</b>	<b>Basic Plus Business 2 Yr</b>	<b>Basic Plus Business 3 Yr</b>	<b>Basic Plus Residential 1,2 &amp; 3Yr</b>	(T)
<b>CLLI</b>					
SGMNMOMA	\$59.95	\$57.95	\$55.95	\$60.95	(I)

e. Spectra Areas

	<b>Basic Plus Business 1 Yr</b>	<b>Basic Plus Business 2 Yr</b>	<b>Basic Plus Business 3 Yr</b>	<b>Basic Plus Residential 1,2 &amp; 3Yr</b>	(T)
<b>CLLI</b>					
LDDNMOMA	\$59.95	\$57.95	\$55.95	\$60.95	(I)
LWCYMOXA	\$59.95	\$57.95	\$55.95	\$60.95	(I)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

(T)

B. Business and Residential Rates and Charges

1. Long Distance Rates for Basic Plus:

(T)

<u>Long Distance</u>	<u>Rate Per Minute - Business</u>	<u>Rate Per Minute – Residential</u>
In Contract Minutes	\$.049	\$.060
No Contract Minutes	\$.075	\$.075

(T)

a. Long distance is only applicable to standard outbound domestic long distance only, originating from the Company customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

(T)

b. Toll Free service is available with this product see “Toll Free Service”.

C. Basic Plus – Previous Product Names

(T)

The following products of Birch Telecom of Missouri, Inc. dba Birch Communications and Ionex Communications Inc., dba Birch Communications have changed their name to Essentials Line. The services and rates for each product have previously been grandfathered.

(T)

SmartBiz Plus

Home Connection

D. Footnotes for Basic Plus:

(T)

1. Basic Plus applies to business and residential customers.

(T)

- All customers will be required to sign a 12, 24 or 36 month term agreement.
  - Early Termination Fees are calculated using the following formula:
  - \$50 x Months Remaining (Per Location)
  - The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.
- This rate is inclusive of the Cancel Call Waiting option where available.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Plus bundle, standard rates will apply.

(T)

3. The availability of certain features is dependent on ILEC feature availability.

4. Some features only apply to residential customers and some features only apply to business customers. Some products may not be available in all CLLIs



4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.23.1 Basic Plus (continued)

D. Footnotes for Basic Plus: (continued)

5. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from the Company customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Company's long distance will not reduce the package monthly rate.

6. An additional charge will apply when adding Unified Messaging or Voicemail to Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.

7. Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking;

- (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and
- (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

8. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.

9. Effective, July 30, 2010, this product is grandfathered and no longer available for new sales.

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.24 Essentials (T)

A. Essentials is equipped with: (T)

Basic Business or Residential Line (1)  
Unlimited Features (2)  
Hunting (Business only)  
Unlimited Local Intra-LATA Long Distance  
200 Minutes of Domestic Inter-LATA Long Distance (6)

B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.

2. Non- Recurring Charges are located in Section 4.5.27.Essentials (T)

3. 200 Minute Long Distance Calling Block

<u>Long Distance</u>	<u>Rate Per Minute -</u>	<u>Rate Per Minute -</u>	(T)
	<u>Business</u>	<u>Residential</u>	
In Contract Minutes	\$.049	\$.060	(T)
No Contract Minutes	\$.075	\$.075	

Long distance is applicable to standard outbound domestic long distance, originating from the Company customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls. Toll Free service is available with this product see "Toll Free Service". (T)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.24 Essentials

(T)

C. Essentials Inclusive Feature List:

(T)

Anonymous Call Rejection, per line	
Call Block	Business only
Call Forwarding	Business only
Call Forwarding Busy Line	
Call Forwarding Don't Answer	
Call Return	
Call Return Blocking	Residential only
Call Selector	
Call Tracing	
Call Waiting	
Call Waiting Deluxe	Residential only
Caller ID	Business only
Caller ID Blocking	Residential only
Caller ID Deluxe	
Calling number delivery blocking, per line	Business only
Distinctive Ringing Service	
Enhanced Caller ID	Business only
Hunting	Business only
International Blocking	Residential only
Preferred Call Forwarding	Business only
Remote Access – Call Forwarding Variable	
Repeat Dialing	
Repeat Dialing Blocking	Residential only
Selective Class of Call Screening	Business only
Speed Calling	
Third Party Blocking	Residential only
Three-Way Calling	
900/976 Blocking	Residential only

D. Essentials – Previous Product Names

(T)

The following products of Birch Telecom of Missouri, Inc. dba Birch Communications and Ionex Communications Inc., dba Birch Communications have changed their name to Essentials Line.

(T)

The services and rates for each product have previously been grandfathered.

Business First 12 and 24 month term	Smart Biz Plus
Business First 12 and 24 unlimited term	Home Essentials 12 and 24 month term
Business First Metro 12 and 24 month term	Home Essentials Metro 12 and 24 month term
Business First Unlimited Metro 12 month term	Essentials

(T)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.24 Essentials (continued)

D. Footnotes for Essentials:

1. Essentials is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining (Per Location)

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Essentials standard rates will apply.

3. The availability of certain features depends on ILEC feature availability.

4. Some features are only available to residential customers.

5. Some features are only available to business customers.

6. Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Free Long distance minutes are only applicable to standard outbound domestic long distance only, originating from the Company's customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Company's long distance will not reduce the package monthly rate.

7. Essentials will only be available to the Company's Business Local Service Customer locations in which the customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (restrictions listed below), per location, to Essentials in order to qualify for this service. Multi-location customers may choose the service per location. The Company may cancel this service if all lines at location do not have this product.

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.24 Essentials (continued)

(T)

D. Footnotes for Essentials (continued)

(T)

8. An additional discounted charge will apply when adding the Company's Unified Messaging or the Company's Voicemail to Essentials. There is a maximum of 3 extensions per voicemail box.

(T)

(T)

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.25 Home Connection

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$100 x months remaining. (Per Location)

(C)

All taxes, surcharges and other regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product see "Toll Free Service" for rates.

B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.
2. Non- Recurring Charges are located in Section 4.5.27.

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.25 Home Connection (continued)

C. Home Connection - Feature List

Any of the following calling features may be added to the Home Connection.  
The following rates apply only when these calling features are added to the Birch  
Basic Line. To add calling features to any other service, please refer to Section 4.3  
for applicable rates.

(M)

D. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge each time the feature is  
used by the Customer. Customers may subscribe to these features on a monthly basis to  
obtain unlimited use of the feature for a fixed monthly charge.

Usage sensitive features will count as one feature and includes Auto Redial, Call Return  
and Three Way Calling.

The customer may elect to use a usage sensitive feature on a casual basis in lieu of using  
it as a monthly recurring charged feature.

(M) This section has been moved to Section 4.5.32 of this tariff.

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.26 Home Essentials

A. Product Description

Home Essentials includes a Residential Line and a choice of the features listed below. Other features and services are available as described and priced in this tariff. Various non-regulated services are also available for additional charges.

Call Waiting	Hunting
Caller ID Deluxe	3 <sup>rd</sup> Party Blocking
Three-Way Calling	Anonymous Call Rejection
Repeat Dialing	Repeat Dialing Blocking
Call Forwarding Variable	Call Return Blocking
Call Forwarding No Answer	Caller ID Blocking
Call Forwarding Busy Line	Collect Call Blocking
Call Return	International Blocking
Speed Dialing	Call Selector
900/977 Blocking	Call Trace
Distinctive Ring	

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge, 2500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$100 x Months Remaining. (Per Location) (C)

All taxes, surcharges and other regulatory fees are billed separately, including, but not be limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product see "Toll Free Service" for rates.

B. Charges

1. Monthly Recurring Charges are located in Section 4.5.27.
2. Non- Recurring Charges are located in Section 4.5.27.



## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing

## A. Monthly Recurring Charges

## 1. AT&amp;T Service Areas

## (1) On-Net

## Business

## Value Line

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
All Zones	\$111.95 (I)	\$109.95 (I)	\$107.95 (I)

## Basic Line

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
All Zones	\$111.95 (I)	\$109.95 (I)	\$107.95 (I)

## Essentials

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
All Zones	\$117.95 (I)	\$115.95 (I)	\$113.95 (I)

## Residential

## Home Connection Value &amp; Basic

<u>Zone</u>	<u>All Terms</u>
All Zones	\$60.95

## Home Essentials

<u>Zone</u>	<u>All Terms</u>
All Zones	\$73.95

(T)

(T)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

- 
4. SERVICES (continued)
- 4.5 General Exchange Services (continued)
- 4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing
- A. Monthly Recurring Charges (continued)
1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

---

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

1. AT&T Service Areas (continued)

(D)

FILED - Missouri Public Service Commission - 01/01/2024 - JC-2024-0087

(D)

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

## A. Monthly Recurring Charges (continued)

## 1. AT&amp;T Service Areas (continued)

## (2) Off-Net – Business Only

CLLI	Value Line 2 Yr	Value Line 1 Yr	Basic Line 3 Yr	Basic Line 2 Yr	Basic Line 1 Yr	Essentials 2 Yr	Essentials 1 Yr	Essentials 3 Yr
All CLLI Areas								
Business Line	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)	\$629.00 (I)
Business Trunk	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)	\$642.00 (I)

(C)

(C)



4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

2. Embarq Missouri Areas

CLLI	Business						Residential		
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1,2,3 Yr	
APCYMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
BCKNMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
BLBNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
BLTWMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
BRZTMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
BTLRMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CHLHMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CLBGMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CLCMMOXX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CLFRMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
CLHNMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$60.95	\$54.95	
CLTNMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
CMPNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CNTWMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CNVWMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
COALMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
CragMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
DPWRMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
DRBRMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
EGTNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
EUGNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
FLVWMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
FRFXMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
FTLWMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
GNGRMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HLDNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HLSMMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
HNRTMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HNVLMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

2. Embarq Missouri Areas (continued)

	Business						Residential		
CLLI	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1,2,3 Yr	
HOLTMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HOSTMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HPKNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
HRDNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
IONIMOX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
JFCYMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
KGCYMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
KGVLMOX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
KRNYMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
LBNMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
LETNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
LKLTMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
LNCLMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
LNJCMOX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
LXTNMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
MAVLMOX	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
MDCYMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
MLBNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
MSCYMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
MTRSMOX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
NBFDMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
NRBRMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
NWBGMOX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
ODSSMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
OEVLMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
OKGVMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
ORCKMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
PCNGMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
PLCYMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

2. Embarq Missouri Areas (continued)

CLLI	Business						Residential		
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1,2,3 Yr	
PLHLMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
RCLDMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
RLVLMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
ROLLMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
SALMMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
SHTNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
STBGMOXX	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
STRBMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
STTMMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
SWSPMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
SYRCMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
TAOSMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
TARKMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
TPTNMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
URCHMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
WGTNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
WNDSMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
WRBGMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	
WRSWMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
WSTNMOXA	\$210.95	\$207.95	\$218.95	\$215.95	\$220.95	\$217.95	\$215.95	\$220.95	
WVRLMOXA	\$132.95	\$129.95	\$140.95	\$137.95	\$142.95	\$139.95	\$137.95	\$142.95	
WYVLMOXA	\$84.95	\$81.95	\$92.95	\$89.95	\$95.95	\$92.95	\$89.95	\$95.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

3. CenturyTel of Missouri Areas

CLLI	Business						Residential		
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1, 2 & 3 Yr	
AGSTMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
ALTNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
ASLDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
AVA MOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
BASNMOXA	\$53.95	\$50.95	\$76.95	\$73.95	\$89.95	\$86.95	\$58.95	\$89.95	
BASWMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
BDYLMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
BFLOMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
BLEYMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
BLLEMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
BLNDMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
BRBNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CABLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CDCKMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$58.95	\$82.95	
CENLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CHMSMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
CLFDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CLMAMOX	\$52.95	\$49.95	\$75.95	\$72.95	\$76.95	\$73.95	\$56.95	\$86.95	
CLMAMOB	\$52.95	\$49.95	\$75.95	\$72.95	\$76.95	\$73.95	\$56.95	\$86.95	
CLRKMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
CNWMOX	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CPFRMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CRANMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
CRTMMOX	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
CSVLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
CUBAMOX	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
DFNCMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
DORAMOX	\$52.95	\$49.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
DRDNMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

3. CenturyTel of Missouri Areas (continued)

CLLI	Business						Residential		
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1, 2 & 3 Yr	
EKLDMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
EXTRMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
FOLYMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
FRLDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
FRSTMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
FRSYMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
GALNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
GSVLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
HGHLMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
HLDVMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
HLVLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
HOLSMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
HRLYMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
HRMNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
HRMTMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
HWPNMOXB	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
JMTWMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
JNBGMOMA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
JKNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
KMCYMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
KSHKMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
LEBGMOMA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
LSBGMOMA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
MANOMOMA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
MNFDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
MRFDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
MRSNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
MSMLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
MTSTMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

3. CenturyTel of Missouri Areas (continued)

	Business						Residential		
CLLI	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1, 2 & 3 Yr	
MTVLMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
MTVWMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
NINGMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
NWMLMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
OFLNMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
OLMRMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
OZRKMOXA	\$53.95	\$50.95	\$76.95	\$73.95	\$89.95	\$86.95	\$58.95	\$89.95	
PRRHMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
PRTMMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
PSBGMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
PSTNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
RCBHMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
RDSPMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
RHPTMOXB	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
SAFEMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
SHKNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
SMVIMOX	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
SPRTMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
STGNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
STJMMOX	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
STPRMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
SYMRMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
THDSMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
THVLMOX	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
THYRMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
TROYMOXA	\$53.95	\$50.95	\$66.95	\$63.95	\$89.95	\$86.95	\$58.95	\$89.95	
TXTNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
URBNMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
VCHYMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

3. CenturyTel of Missouri Areas (continued)

CLLI	Business						Residential		
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 & 3 Yr	Essentials 1 Yr	Essentials 2 & 3 Yr	Value & Basic 1, 2 & 3 Yr	Essentials 1, 2 & 3 Yr	
WASLMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	(T)
WLRGMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	(I)
WLSPMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
WNFDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	
WNVLMOXA	\$57.95	\$54.95	\$80.95	\$77.95	\$87.95	\$84.95	\$60.95	\$87.95	
WPLNMOXA	\$53.95	\$50.95	\$76.95	\$73.95	\$89.95	\$86.95	\$58.95	\$89.95	
WRCYMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$81.95	\$78.95	\$57.95	\$81.95	
WRTNMOXA	\$53.95	\$50.95	\$76.95	\$73.95	\$89.95	\$86.95	\$58.95	\$89.95	
WSBNMOXA	\$51.95	\$48.95	\$74.95	\$71.95	\$82.95	\$79.95	\$57.95	\$82.95	
WTLDMOXA	\$52.95	\$49.95	\$75.95	\$72.95	\$82.95	\$79.95	\$58.95	\$82.95	(I)

4. CenturyTel of NW Arkansas Areas

CLLI	Business							
	Value Line 1Yr	Value Line 2 & 3 Yr	Basic Line 1 Yr	Basic Line 2 Yr	Basic Line 3 Yr	Essentials 1 Yr	Essentials 2 Yr	Essentials 3 Yr
SGMNMOXA	\$58.95	\$53.95	\$59.95	\$57.95	\$55.95	\$61.95	\$59.95	\$56.95

CLLI	Residential	
	Value & Basic 1, 2 & 3 Yr	Essentials 1, 2 & 3 Yr
SGMNMOXA	\$60.95	\$54.95

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

A. Monthly Recurring Charges (continued)

5. Spectra Areas

	<b>Business</b>							
<b>CLLI</b>	<b>Value Line 1Yr</b>	<b>Value Line 2 &amp; 3 Yr</b>	<b>Basic Line 1 Yr</b>	<b>Basic Line 2 Yr</b>	<b>Basic Line 3 Yr</b>	<b>Essentials 1 Yr</b>	<b>Essentials 2 Yr</b>	<b>Essentials 3 Yr</b>
LDDNMOXA	\$58.95	\$53.95	\$59.95	\$57.95	\$55.95	\$61.95	\$59.95	\$56.95
LWCYMOXA	\$58.95	\$53.95	\$59.95	\$57.95	\$55.95	\$61.95	\$59.95	\$56.95

	<b>Residential</b>	
<b>CLLI</b>	<b>Value &amp; Basic 1, 2 &amp; 3 Yr</b>	<b>Essentials 1, 2 &amp; 3 Yr</b>
LDDNMOXA	\$60.95	\$54.95
LWCYMOXA	\$60.95	\$54.95



4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing (continued)

(T)

A. Monthly Recurring Charges (continued)

[Reserved for Future Use]