

Missouri Public  
Service Commission

REC'D SEP 13 1999

TITLE SHEET

MISSOURI LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

OF

CENTRAL MISSOURI TELECOMMUNICATIONS, INC.

This tariff applies to the local exchange telecommunications services furnished by Central Missouri Telecommunications, Inc. (the "Company") between one or more points in the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, # 12 Times Square, Osage Beach, MO 65065.

Central Missouri Telecommunications, Inc. operates as a competitive telecommunications company within the State of Missouri.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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Service Commission

99 - 372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

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NOV 17 1999

CANCELLED  
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~~Missouri Public  
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FILED NOV 17 1999

Issued Date: September 13, 1999

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**CANCELLED**  
December 30, 2013  
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Service Commission  
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Central Missouri Telecommunications, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived pursuant to Sections 392.420, RSMo:

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STATUTES

REC'D SEP 13 1999

Section 392.201.2	-	Uniform System of Accounts
Section 392.270	-	Property Valuation.
Section 392.280	-	Depreciation Accounts
Section 392.290.1	-	Issuance of Securities
Section 392.300.2	-	Acquisition of Stock
Section 392.310	-	Stock and Debt Issuance
Section 392.320	-	Stock Dividend Payment
Section 392.330	-	Issuance of Securities, Debts and Notes
Section 392.340	-	Reorganization.

COMMISSION RULES

4 CSR 240-10.020	-	Income on Depreciation of Fund Investments.
4 CSR 240-30.040	-	Uniform System of Accounts
4 CSR 240-35	-	Reporting of Bypass and Customer Specific Arrangements

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

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TARIFF FORMAT

REC'D SEP 13 1999

- A. Sheet Numbering: Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example a new sheet added between sheets 11 and 12 would be sheet 11.1.
- B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current sheet version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.
- C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1
  - 2.1.1
  - 2.1.1.A
  - 2.1.1.A.1
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I (i)
  - 2.1.1.A.1.(a).I(i).(1)
- D. Check Sheets: This tariff does not contain a Check Sheet.

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EXPLANATION OF SYMBOLS

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

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C	-	To Signify Changed Regulation
D	-	Delete Or Discontinue
I	-	Change Resulting In An Increased Rate or Charge
M	-	Moved From Another Tariff Location
N	-	New
R	-	Change Resulting In A Reduced Rate or Charge
T	-	Change In Text But No Change In Rate Or Regulation

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

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APPLICATION OF TARIFF

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The Company has been granted authority to provide resale and facilities-based telecommunication services within the state of Missouri. Central Missouri Telecommunications, Inc. (the "Company") will provide services to residential and business customers. This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of Intrastate and Interstate Telecommunications Services by the Company in the State of Missouri, together with information relating to intrastate end-user communications services offered to residential and business customers in the state of Missouri by the Company. Initially, the Company will only offer service in the Southwestern Bell Telephone Company ("SWBT") territories as set forth in Section 3.1.

The services offered under this tariff are available only to the extent that services and facilities are available for purchase from the underlying service provider. Services provided hereunder are used by the Company for the purpose of originating or terminating intrastate traffic between one or more points within the State of Missouri, and originating or terminating interstate & international traffic to/from a point within the State. Other services which may be offered by the Company from time to time will only be offered pursuant to an appropriate certification or order of the Public Service Commission of the State of Missouri and under tariff(s) approved by the Missouri Public Service Commission, or in the case of unregulated services, under contract.

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SECTION 1 - DEFINITIONS

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REC'D SEP 13 1999

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

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

Authorized User - A customer, or a person designated by a Customer to utilize service provide by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

Automatic Location Identification ("ALI") - The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification ("ANI") - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

Central Office - An operating office of the Company where connections are made between telephone exchange lines.

Central Office Line - A line providing direct or indirect access from a telephone or switchboard to a central office. Central Office Lines subject to PBX rate treatment are referred to as central office trunks.

Channel - A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

Missouri Public  
Service Commission  
99-372  
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SECTION 1 - DEFINITION (Cont'd)

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

Company - Used throughout this tariff to mean Central Missouri Telecommunications, Inc.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company and is responsible for the payment of charges and for compliance with the Company's tariff regulations. The term shall refer to residential and business customers jointly unless the context expressly provides otherwise.

Direct Inward Dial ("DID") - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

Direct Outward Dial ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

E911 Service Area - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer - A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

Exchange - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

Missouri Public  
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SECTION 1 - DEFINITIONS (Cont'd)

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Message Rate Service - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

Private Branch Exchange Service - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

Special Construction - Special Construction is construction undertaken: where facilities are not presently available, and there is no requirement for the facilities so constructed; of a type other than that which the Company would normally utilize in the furnishing of its services; over a route other than that which the Company would normally utilize in the furnishing of its services; in a quantity greater than that which the Company would normally construct; on an expedited basis; on a temporary basis until permanent facilities are available; or in advance of its normal construction.

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

Toll Call - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

Missouri Public  
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99 - 372  
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SECTION 2 - RULES AND REGULATIONS

Missouri Public  
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REC'D SEP 13 1999

2.1 Undertaking of the Company

- 2.1.1 The Company is a resale and facilities-based telecommunications services provider and undertakes to furnish intrastate and interstate access telecommunications service to business and residential customers pursuant to the terms of this tariff.
- 2.1.2 The Company's services and facilities are furnished for the transmission and reception of voice, data and other types of communications services to points originating and terminating within service exchange areas covered by the Company in the State of Missouri.
- 2.1.3 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.1.4 The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.5 The Company will allow equal access to other intraLATA and interLATA interexchange carriers, and in service areas where telecommunications services of an Incumbent Local Exchange Carrier (e.g., Southwestern Bell) are being resold, Customers will be offered the same choices of interexchange carriers as are available to end-users of the ILEC.
- 2.1.6 The Company's services may be made available for resale from time to time on a non-discriminatory individual case basis consistent with the Company's deployment of facilities-based services. The furnishing by the Company of such resale services shall only be made available to customers whom are certificated by the Commission to resell telecommunications services within the state of Missouri.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

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Effective Date: ~~SEP 13 1999~~

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SECTION 2 - RULES AND REGULATIONS (cont'd)

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2.2 Use of Services

- 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 The Company's services may be denied for nonpayment of charges or for other violations of this tariff.
- 2.2.6 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.7 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.
- 2.2.8 The use of Company services in a manner which creates an unsafe condition or creates the possibility of damage or destruction of such equipment.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 22, 1999~~

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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SECTION 2 - RULES AND REGULATIONS (cont'd) **Missouri Public Service Commission**

2.3 Liability of the Company

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- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage (including, but not limited to, indirect, special, incidental or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss expense, or damage (including, but not limited to indirect, special, incidental or consequential damage) for defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, or proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the company.

**Missouri Public Service Commission**  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: September 28, 1999

**CANCELLED**  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public  
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2.3 Liability of the Company (cont'd)

- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Missouri Public  
Service Commission

FILED NOV-13-1999

Issued Date: September 13, 1999

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NOV 17 1999

CANCELLED  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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REC'D SEP 13 1999

2.4 Responsibilities of the Customer

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

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 22, 1999~~

CANCELLED  
December 30, 2013  
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SECTION 2 - RULES AND REGULATIONS (Cont'd) ~~Missouri Public Service Commission~~2.4 Responsibilities of the Customer (Cont'd)

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

~~Missouri Public Service Commission~~  
99-372  
FILED NOV 17 1999

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Effective Date: CANCELLED  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.5 Discontinuance or Interruption of Services

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- 2.5.1 Subject to the rules set forth in Section 2.5.2, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:
- A. For nonpayment of any undisputed sum due to the Company for more than thirty (30) days after issuance of the bill for the amount due,
  - B. For failure to substantially comply with the terms of a settlement agreement,
  - C. For refusal, after reasonable notice to permit inspection, maintenance or replacement of utility equipment,
  - D. For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over the Company's services, or
  - E. By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

CANCELLED  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.5 Discontinuance or Interruption of Services (Cont'd)

2.5.2 Rules

- A. Residential service may not be discontinued by the Company for failure to pay charges not subject to the Missouri Public Service Commission's jurisdiction unless specifically authorized in the Company's tariffs.
- B. Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the office of the Company is not available to facilitate reconnection of service or on a day immediately preceding such day.
- C. Residential customers shall have a minimum of 21 days from rendition of a bill to pay the charges stated.
- D. Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 5 days prior to the date of the proposed discontinuance.
- E. At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the residential customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

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NOV 17 1999

CANCELLED  
December 30, 2013  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.5 Discontinuance or Interruption of Services (Cont'd)

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2.5.2 Rules (Cont'd)

F. The Company's Notices of discontinuance shall contain the following information:

- 1) the name and address and the telephone number of the customer
- 2) a statement of the reason for the proposed discontinuance and the cost (to the customer) for reconnection
- 3) the date after which service will be discontinued unless appropriate action is taken
- 4) how a customer may avoid the discontinuance
- 5) the customer's right to enter into a settlement agreement (as set forth in Section 2.5.4) if the claim is for a charge not in dispute and the customer is unable to pay the charge in full
- 6) the telephone number where the customer may make an inquiry
- 7) a statement that this notice will not be effective if the charges involved are part of an unresolved dispute
- 8) a statement of the exception for medical emergency as follows

**Residential Emergency Service**

The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

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FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: O

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.5 Discontinuance or Interruption of Services (Cont'd)

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2.5.3 Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.


2.5.4 Settlement Agreement

**Settlement Agreement for Residential Customers**

- A. When a residential customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.
- B. Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement are followed.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)Missouri Public  
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REC'D SEP 13 1999

2.6 Cancellation of Services

The Customer may terminate service upon thirty (30) days oral (by telephone or similarly) or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service.

2.7 Credit Allowance

- 2.7.1 Credit allowances for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, or is not in writing or equipment, if any, furnished by the Customer and connected to the Company's facilities.
- 2.7.2 No credit is allowed in the event that service must be interrupted in order to provide routine service quality or related investigations.
- 2.7.3 Credit for failure to service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company or in the event that the Company is entitled to a credit for the failure of the facilities of the Company's Underlying Carrier used to furnish service.
- 2.7.4 Credit for interruption shall commence after the Customer notifies the Company of the interruption or when the Company becomes aware thereof, and ceases when service has been restored.

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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REC'D SEP 13 1999

2.7 Credit Allowance (cont'd)

- 2.7.5 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.7.6 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.7 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continued.

Credit formula ;

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - monthly charge for affected activity

2.8 Restoration of Service

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

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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REC'D SEP 13 1999

2.9 Deposit

- 2.9.1 The Company does not normally require deposits. However, the Company reserves the right to collect a deposit from a Customer whose payment history or credit is unacceptable or unknown to the Company in an amount less than or equal to 2 months estimated charges. Deposits, if collected, will be collected and maintained in accordance with 4 CSR 240-33.050.
- 2.9.2 Any deposit shall bear simple interest at the rate of nine per cent (9 %) per annum. Upon discontinuance or cancellation of service, the Company shall promptly refund the deposit plus accrued interest. Where the customer has made satisfactory payments of undisputed charges for 12 billing cycles after the posting of a deposit, the Customer may elect to have the deposit refunded, along with accrued interest, or credited to future charges on subsequent bills.
- 2.9.3 When a Customer tenders to a deposit, Company shall provide a written receipt of such deposit not later than ten (10) days after receipt thereof.
- 2.9.4 Deposits may be posted by a Customer in two equal monthly installments. The amount of the deposit, plus accrued interest (if any) shall appear on the customer's telephone bill.

2.10 Advance Payments

The Company reserves the right to collect an advance payment from Customers in an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

Missouri Public  
Service Commission99 13 729  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 22, 1999

By: Jay Teutenberg, President  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.11 Payment and Billing

- 2.11.1 The Company issues bills on a monthly basis with bills received by the customer on or about the same day each month. The initial or first billing cycle will not commence earlier than the date that the Customer's service becomes effective.
- 2.11.2 The Customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without knowledge or consent of the Customer. The security of the Customer's authorization codes, presubscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, presubscribed exchange lines, or authorization codes will be billed to and must be paid by the Customer. Recurring charges, deposits, and non-recurring charges are billed in advance. The initial billing may, at Company's option, also include one month's estimated usage billed in advance (See Section 2.10). Thereafter, charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.
- 2.11.3 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.11.4 All bills are presumed accurate, and shall be binding on the Customer unless oral or written objection is received by the Company within thirty (30) days after such bills are rendered. No credits, refunds, or adjustments shall be granted if oral or written demand thereof is not received by the Company within such thirty (30) day period.
- 2.11.5 The Company allows customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040(3) & (4) as may be amended from time to time.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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2.11 Payment and Billing (Cont'd)

2.11.6 Except as specified in Section 2.14 below, interest at the rate of 1.5% per billing cycle, or the amount otherwise authorized by law, whichever is lower, will accrue upon any unpaid amount commencing thirty (30) days after rendition of bills.

2.11.7 The Company sets forth the following on residential bills:

- A. the number of access lines for which charges are stated
- B. the beginning or ending dates of the billing period
- C. the date the bill becomes delinquent if not paid on time
- D. the unpaid balance, if any
- E. the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
- F. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate.
- G. the total amount due
- H. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charge stated
- I. a telephone number where inquiries may be made

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99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: Oct 1, 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.12 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated or non-regulated services, equipment or facilities, or to enforce any judgment obtained against Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the Court.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
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2.13 Taxes, etc.

The customer is responsible for the payment of any and all sales, use, gross receipts, excise, or other local, state, and federal taxes, charges or surcharges, fees or assessments, including municipal utilities tax (however designated), excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. The Company will itemize taxes and surcharges and list the same as separate line items on the customer's bill. Taxes and surcharges are not included in the rates quoted herein.

Any fees or surcharges other than taxes will be submitted to the Commission for approval.

2.14 Late Charge

A late fee of 1.5% monthly or the amount otherwise authorized by law, whichever is lower, will be charged on any past due balances.

2.15 Returned Check Charge

A fee of \$25.00 will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
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NOV 17 1999

CANCELLED  
December 30, 2013  
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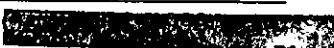
2.16 Automatic Number Identification Terms and Conditions

The Company may provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- (1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- (2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- (3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- (4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Section 2.16.1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- (5) The Company will make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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2.17 Number Portability

The Company will provide Interim Number Portability in accordance with the requirements of the Act. When a Customer switches local exchange services to or from the Company's services and wishes to retain his or her telephone number, the Company will provide such portability where the other telecommunications carrier from or to which, as the case may be, such a telephone number is ported shall also provide portability. The Company will provide local number portability via Interim Number Portability (INP) on a reciprocal basis with interconnecting carriers upon the coordinated or simultaneous termination of the first Local Exchange Service and activation of the second Telephone Exchange Service. The Company will provide local number portability only where the telephone number being ported remains within the same serving wire center or switching center. INP will be provided upon a bona fide request made by a Customer. A request received by the Customer to accept a ported number from an interconnecting carrier shall be treated in the same manner as a request for services subject to the rules, regulations and rates set forth in this tariff. No charges shall apply for INP.

2.18 Number Intercept

Where the Customer may change a telephone number provided through local exchange services of the Company to another telephone number also provided by the Company, the Company shall provide, at the election of the Customer, number intercept services whereby the Company shall provide at no charge to the customer an announcement to all incoming callers (upon a call to the old number) that the Customer has changed its telephone number to a new number. The announcement shall specify the new telephone number. The Number intercept service shall be provided at no charge to the customer for a minimum period of 30 days; thereafter, the Company may continue to give out the new number of the Customer, at the election, of the Customer for a period not exceeding 6 months. After the initial 30 day announcement, Customers shall be charged at the rate of \$ 3.00 per month for the service.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117By: Jay Teutenberg, President  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.19 Operator Services and Directory Assistance

The Company will provide Operator and Directory Assistance services as furnished on a resold basis by a third party vendor(s) (which may be an underlying carrier). Operator and or Directory Assistance Service may be branded (reflecting the Company name) or unbranded (reflecting the name of the third party vendor providing the service).

A customer may obtain Directory Assistance services in determining a telephone number for a charge. Calls to 1-NPA 555-1212 will be blocked or billed to the end user. A Directory Assistance charge will apply for each telephone number, area code, and or general information requested from the Directory Assistance Service operator, except for calls from pay-phones and requests for telephone numbers of non-published service. The Company will also provide Directory Assistance Call Completion Service for an additional charge.

When a Customer dials '0' or 911, the caller will be connected with an operator or E911 service provider, as appropriate, at no charge. Otherwise charges for Operator Services, like call completion and Directory Assistance Services, will be charged. Charges for Operator Services may be billed collect to the called party, to an authorized third party number, to the originating line or to a valid authorized calling card. Local calls may be placed on a Station-to-Station basis or to a specified party - Person to Person.

The Rates applicable to Directory Assistance and Operator Assistance Services are set forth in Sections 4.11 and 4.12, respectively.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
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NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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2.19 Operator Services and Director Assistance (Cont'd)

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Additional Requirements:

- (i) Company will not knowingly bill for incomplete calls where answer supervision is available, and will remove any charges for incomplete calls upon customer notification or company's knowledge;
- (ii) Only tariffed rates of the Company approved by the Commission shall appear on any local exchange company (LEC) billing;
- (iii) Company shall be listed on the LEC billing if the LEC has multi-company billing capability;
- (iv) Company will employ reasonable calling card verification procedures, acceptable to the company issuing the card;
- (v) Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider at no charge;
- (vi) Upon request, Company will transfer calls to another authorized interexchange company or to the LEC, if billing can list the caller's actual origination point;
- (vii) Company will refuse operator services to traffic aggregators which block access to other Companies;
- (viii) Company will assure that traffic aggregators will post and display information including (1) detailed complaint procedures, and (2) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
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SECTION 2 - RULES AND REGULATIONS (Cont'd)Missouri Public  
Service Commission2.20 Promotions

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The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times (not to exceed one year), and or locations, and shall be subject to prior notification and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period, identifying the promotion, specifying the terms of the promotion, the location and dates of the promotion.

2.21 Resale

The Companies services may be available for resale to Companies authorized by the Missouri Public Service commission to provide intrastate telecommunications services, in accordance with commission rules. The Company requires proof of certification in the form of a certificate of Service Authority to provide Local Exchange Telecommunications Services in the State of Missouri. Resale of any Price Listed service appearing herein by uncertificated resellers is strictly prohibited.

2.22 Directory Listings

The Company may provide to each customer a directory listing in the white pages telephone book of the Incumbent Local Exchange Carrier serving the Customer's exchange area. The availability of and additional terms and conditions which may apply to directory listings shall be as set forth in the local exchange tariff of the Incumbent Local Exchange Carrier. Each customer shall be entitled to one directory listing setting forth its name, address and telephone number; or the customer may elect to not to have its directory listing published.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
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SECTION 3 - DESCRIPTION OF SERVICES AND RATESMissouri Public  
Service Commission3.1 Service Area Description

REC'D SEP 13 1999

- 3.1.1 Company's exchange areas and local calling areas are identical to those defined in the local exchange tariffs of Southwestern Bell Telephone Company ("SWBT" for each exchange area listed in Section 3.1.2 below.
- 3.1.2 Company will initially provide service in the Osage Beach area which is composed of the following exchange(s):

<u>Exchange</u>	<u>ILEC(s) Serving</u>	<u>Group</u>
Camdenton	SWBT	B
Climax Springs	SWBT	A
Eldon	SWBT	B
Gravois Mills	SWBT	B
Lake Ozark - Osage Beach	SWBT	B
Macks Creek	SWBT	A
Tuscumbia	SWBT	A
Versailles	SWBT	A

- 3.1.3 Company reserves the right to expand its services coverage for local exchange services provided pursuant to this tariff but not otherwise exceeding its grant of Service Authority to operate as a competitive local exchange carrier in the state of Missouri.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: September 13, 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117By: Jay Teutenberg, President  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.2 Connection Charges

REC'D SEP 13 1999

3.2.1 Connection Charge

A. General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

The connection Charge is comprised of two charges:

- 1) Service Order;
- 2) Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- 1) A Service Order charge applies per customer order for all work or service ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- 2) A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service charge. Only one charge applies per customer order.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

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3.2.1 Connection Charge (Cont'd)

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B. Exceptions to the Charge

- 1) No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- 2) No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- 3) The Company may from time to time waive or reduce the charge as part of a promotion. See Promotions, Section 2.20, preceding.

3.2.2 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as described in Section 2 of this Tariff.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
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P.O. Box 596  
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NOV 17 1999

CANCELLED  
December 30, 2013  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

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3.2.3 Moves, Adds and Changes

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The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:


Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

Missouri Public  
Service Commission  
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FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.2 Connection Charges (Cont'd)

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3.2.4 Record Order Charge

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- 1) addition of directory listings
- 2) change in listed name
- 3) change of address
- 4) change of billing party
- 5) change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

3.2.5 Charges Associated with Premises Visit

A) Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Missouri Public  
Service Commission

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FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

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3.2.5 Charges Associated with Premises Visit (Cont'd)

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A) Terms and Conditions (Cont'd)

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- X 2 to 6 pair inside wire
- X Faceplates
- X RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- X Staples, screws, nail, tape, connectors, etc.

B) Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

Missouri Public  
Service Commission

3.2.5 Charges Associated with Premises Visit (Cont'd)

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C) Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

1) Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when a customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

2) Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed will be based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

3.2.6 Primary Interexchange Carrier Change Charge

The customer will incur a charge each time there is a change in the long distance carrier (the Primary Interexchange Carrier or PIC) associated with the customer's line after the initial installation of service.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)3.3 Advanced Feature ServicesMissouri Public  
Service Commission3.3.1 General

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The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all Advanced Feature services. Transmission levels may not be sufficient in all cases.

3.3.2 Description of FeaturesA. Call ID / Block Call ID

See Section 3.7

B. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call for the customer.

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Called back:

- X Calls to 800 Service numbers
- X Calls to 900 Service numbers
- X Calls preceded by an interexchange carrier access code
- X International Direct Distance Dialed calls
- X Calls to Directory Assistance
- X Calls to 911

Missouri Public  
Service Commission99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services

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3.3.2 Description of Features (Cont'd)

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C. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

Missouri Public  
Service Commission

99  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 22, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)3.3 Advanced Feature ServicesMissouri Public  
Service Commission3.3.2 Description of Features (Cont'd)

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D. Call Trace

Customers receiving annoying or anonymous calls may request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request the following information be recorded:

- the originating telephone number;
- the date and time of the call;
- the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll-free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

E. Selective Call Acceptance, Forwarding, Rejection

Selective Calling affords the customer the ability to specify which of several phones on a line is to receive a message.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services

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3.3.3 Rates and Charges

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A. Monthly Rates

Rates for this service are located in Section 3.4, Basic Residential Service, and Section 3.5, Basic Business Service.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 4 of this Tariff.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Advanced Feature elements to prospective customers within 90 days of the establishment of the new feature. See Section 2.20, Promotions, preceding.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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NOV 17 1999

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.4 Message Rate Service

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3.4.1 Service Area

Message Rate Service is offered in the Osage Beach area exchanges where the incumbent local exchange carrier is Southwestern Bell Telephone as listed in Section 3.1.2 above.

3.4.2. Description

- A. Customers contracting for message rate service are billed monthly at rates specified in Section 4.5 plus charges for local messages in excess of message allowance, if any, used during the preceding month.
- B. The monthly period for message allowance begins on the first billing date following the date of connection. For the fraction of the month preceding the message period, a proportionate part of the monthly contract rate is billed and a proportionate allowance of local messages is made; excess messages, if any, are charged for in each excess message rate step in like proportion.
- C. When a Customer changes to or from message rate service, a proportionate part of the monthly contract rate and a corresponding allowance of local messages are made for the fraction of the billing period during which the message rate service is used; excess messages, if any, are charged for in each excess message rate step in like proportion.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.4 Message Rate Service (Cont'd)

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3.4.1 Description (Cont'd)

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- D. If allowance is not used in any one month, no credit of messages not used is applied against messages used in any other month.
- E. The furnishing of flat and message rate (including semi-public telephone) services on the same premises is not permitted.
- F. Unless otherwise requested by the Customer, all message rate services of the same class furnished the same Customer from the same central office designation and installed on the same Customer premises are considered collectively in determining the message allowance and excess messages. However message rate services of the same class or of different classes furnished the same customer and installed on different premises or with different central office designations are not considered collectively in determining message allowances and excess messages.
- G. The provisions of this tariff apply to all message rate service except semi-public telephone.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.5 Local Measured Service

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3.5.1 Service Area

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Local Measured Service is offered in the Osage Beach area exchanges where the incumbent local exchange carrier is Southwestern Bell as listed in Section 3.1.2 above.

3.5.2. Description

- A. Customers will have under this tariff offering the option of subscribing to Local Measured Service which provides for measured calling to all points within the existing non-toll calling area.
- B. Normal service connection charges for existing Customers will not apply for one Customer conversion to and or from the measured service offering within the one-hundred eighty (180) day period commencing with the offering date of the local measured service in an exchange. Any conversion to or from local measured service in excess of this allowance will be billed at the rates listed in Section 4.2.
- C. All Customer lines equipped for outward calling at a given location must be arranged for local measured service. Group billing shall be provided on rotary and PBX trunks.
- D. Local usage charges will not apply to calls to the Company Business Office or Repair Service, Long Distance Carrier Access Trunks or for Emergency Service as found in the local exchange telephone directory.
- E. Local measured service will not be provided for Foreign Exchange Public and Semi-public service, and Centrex Lines.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 09/13/99

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.5 Local Measured Service (Cont'd)

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3.5.2 Description (Cont'd)

- F. Local Measured Service access line charges are billed one month in advance with usage charges billed under the bulk bill plan one month in arrears. Optional detail billing is available at an additional charge as specified under Section 4.4.2 of this tariff. Optional detail billing must be requested by Customer one month in advance.
- G. Offered in those SWBT exchanges where it is technologically and economically feasible.

3.6 Flat Rate Service

3.6.1 Service Area

Flat Rate Service is offered in all Osage Beach exchanges served by Southwestern Bell Telephone as listed in Section 3.1.2 above

3.6.2 Description

- A. Customers will have under this tariff offering the option of subscribing to Flat Rate Service which provides for unlimited local calling to all points within the existing non-toll calling area.
- B. A connection charge for Flat Rate Service will not apply if the Customer is converting service to or from the Measured Rate Service to the Flat Rate Service provided that the conversion is made within 180 days from the date of the introduction of local measured rate services in an exchange area. Any conversion to or from local measured service in excess of this allowance will be billed at the rates listed in Section 4.2.

Missouri Public  
Service Commission

9-23-99  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.6 Flat Rate Service (Cont'd)

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3.6.2 Description (Cont'd)

- C. Flat Rate Service charges are billed one month in advance. Optional detailed billing is available at an additional charge as specified under Section 4 of this tariff. Optional detail billing must be requested by Customer one month in advance of any such rendering of a detailed bill.
- D. Flat Rate Service is offered only in those SWBT exchanges where and to the extent that such flat rate are available for purchase from SWBT.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Continued) **Missouri Public Service Commission**3.7 Caller ID

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This feature enables a customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: a) private nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

**Missouri Public  
Service Commission**  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: **NOV 17 1999**

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

**CANCELLED**  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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(Cont'd)

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3.7 Caller ID (Cont'd)

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone 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, 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.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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NOV 17 1999

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.8 Key Telephone Systems

3.8.1 Key Telephone Systems are furnished in connection with but not limited to Central Office Lines or trunks, or private branch exchange lines. A key telephone system is an arrangement of telephone facilities which provides one or more of the following services:

- A. Pick-up: Permits connection of a telephone to anyone of two or more lines terminated at the telephone.
- B. Holding: Permits a call to be held on one line so that another call can be made or answered on a different line from the same telephone.
- C. Intercom: An arrangement in which two or more telephones in the same key system may communicate with each other over an intercommunicating line.
- D. Exclusion: Permits designated telephones to obtain private use of a line.
- E. Signaling: Provides audible indication of an incoming call.
- F. Illumination: Provides visual indication of one or more of the following:
  - An incoming call
  - A line in use (Busy Lamp)
  - A call being held

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 28, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.8 Key Telephone Systems (Cont'd)

- 3.8.2 Key Telephone systems are normally offered to provide service within a single premise. Off premise extensions may be provided to the extent that facilities permit, subject to additional charges including applicable mileage charges.
- 3.8.3 One audible signal is furnished without additional charges for each Central Office Line connected to a system. Additional auxiliary audible or visual signals are furnished at regular established rates.
- 3.8.4 The telephone company reserves the right to limit the number of telephones connected to a key system when necessary for the furnishing of satisfactory service. Installation charges set forth in this tariff are based upon average installations. When, for any reason, installation costs are in excess of normal, the customer may be required to contract in advance to retain the service for a period of months or to pay the excessive installation costs, or both.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

## 3.9 PBX Trunk Service

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Service Commission3.9.1 General

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PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface: 2-wire or 4-wire, as required for the provision of service

Signaling Type: Loop, Ground, E&M I, II, III

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
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NOV 17 1999

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)Missouri Public  
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## 3.10 Digital Access and Integrated Services

## 3.10.1 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Basic Rate Interface (ISDN-BRI)

A. Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS(R) switch. This path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

1. Features

Call-by-Call Service - Provides the ability for the Dedicated B-channel(s) to be configured to access multiple tariffed services on a per-call basis. The customer premises equipment signals the local central office as to what type of services to access for each call.

The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

## 3.10 Digital Access and Integrated Services (Cont'd.)

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REC'D SEP 13 1999

A. Description

Frame Relay Service (FRS) is a provisional service which provides a high speed statistically multiplexed data service that allows for the transfer of variable length frames across a wide geographical area. Frames travel at high speed from the source to the desired destination via virtual connections. Frame Relay allows end users to share network resources. Each individual access link and Frame Relay port can be shared by traffic to multiple destinations.

This service, comprised of three components, allows customer compatible applications and/or equipment to connect to the Central Missouri Telecommunications, Inc. network. The three components are local loop access, FRS port options and the Data Link Connection Identifiers (DLCIs). The local loop access to the FRS network is through a dedicated, non-multiplexed digital access service at 56 Kbps (DS0), 1.544 Mbps (DS1), or 44.736 Mbps (DS3). The port options allow access to the FRS network. The DLCIs identify the address information and route the framed data. Access will be offered at the DS0, DS1 and DS3 levels as provided for in this tariff. The FRS port options and DLCIs are offered in rates and Charges set forth in 4.8.2, following.

Missouri Public  
Service Commission99-332  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

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A. Description (Cont'd.)

The Data Link Connection Identifiers are established at the time of service subscription at customer specified end points making a Permanent Virtual Connection (PVC). The FRS network will only transmit data between authorized DLCIs.

Each PVC has a pre-assigned Committed Information Rate (CIR) and a Burst Rate (BR). This provides bandwidth sharing and bandwidth on demand capabilities.

B. Definitions

Access Link

A dedicated non-multiplexed digital access line at 56 Kbps, 1.544 Mbps, or 44.736 Mbps. This link can only be used for accessing Frame Relay Service.

Burst Rate

The upper bandwidth limit the permanent virtual connection is allowed to send data through the FRS network. The burst rate is limited by the actual physical port access speed.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

B. Definitions (Cont'd.)

Committed Information Rate

The CIR represents the base-level bandwidth the permanent virtual connection is allowed to send data through the network. This rate will be lower than the speed of the physical access line.

Data Link Connection Identifier (DLCI)

The address information assigned to customer designated end points used to identify PVCs and route frames of data.

Frame

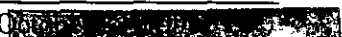
A group of data bits, in a specific format, with a flag at either end to indicate the beginning and end of the frame. The defined format enables network equipment to recognize the meaning and purpose of specific bits.

Permanent Virtual Connection (PVC)

A virtual circuit set up administratively, by a network operator, for a dedicated point-to-point connection between two customer designated end points.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

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B. Definitions (Cont'd.)

Port

The physical entry point for the local loop access to the FRS network.

Traffic Detail

A monthly report of data traffic information that provides the customer with details on frame and byte counts, dropped and congested frames.

Virtual Connection (circuit)

A connection established through a frame relay or packet network. Frames or packets are routed through the connection as an order-preserving transfer of data. This connection functions like a dedicated circuit between the end points.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
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NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

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C. Regulations

1. Frame Relay Service will be furnished within Service Areas where facilities and operating conditions permit, and technical feasible.
2. Mileage charges, as defined in Section 4.1.2, following, are not applicable to access connections. SONET Services are an exception.
3. The customer must provide the Company with a point of contact for inquiries, trouble reports, and security management involving the service configuration.
4. Provisions concerning limitations of liability are set forth in Section 2.3, preceding.
5. The customer shall be responsible for payment of a service charge as set forth in Section 3.2, preceding, for visits by the Company to the premises of the customer or authorized user where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or authorized user.
6. Subsequent DLCI orders are required when a customer chooses to add PVC(s) or change PVC assignment on a given FRS port after the initial port installation.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 20, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

## 3.10 Digital Access and Integrated Services (Cont'd.)

Missouri Public  
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C. Regulations

7. At service subscription, the customer must specify the Committed Information, Rate and the Burst Rate for each PVC ordered. Interface specifications published by Southwestern Bell provide the guidelines for establishing CIR and BR.
8. Error correction is the responsibility of the customer's Frame Relay compatible terminal equipment. When the FRS network is congested, the FRS notes will discard frames with errors and may discard customer data that exceeds the CIR ordered at service subscription.
9. *[Reserved]*
10. The Company will provide network-to-network interface (NNI) interconnection to its Frame Relay Service to all customers who request it until such time as a national Frame Relay Service interconnection standard is formally approved.
11. Frame Relay Service Access Termination per port and Data Link Connection Identifiers are authorized by D.94-09-065, dated September 15, 1994, as flexibly priced services. The monthly rates and installation charges may be increased (not to exceed the ceiling price on file with the Commission) by the Company upon at least 30 days prior notice to the Commission and affected customers or decreased (not below the floor price on file with the Commission) by the Company upon at least ten days' prior notice to the Commission and affected customers.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 0

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

3.10.2 Frame Relay Service (FRS) (Cont'd.)

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D. Technical Specifications

1. FRS technical specifications as defined by national and international standards include the following:
  - CCITT I.122 (Blue Book, 1988) Framework for providing Additional Packet Mode Bearer Services.
  - CCITT I.233.1 Frame Mode Bearer Services, 1991.
  - CCITT Q.922 ISDN Data Link Layer Specification for Frame Mode Bearer services.
  - ANSI T1.606 1990, Integrated Services Data Network (ISDN), Architectural Framework and Service Description for Frame Relaying Bearer Service.
  - Addendum to ANSI T1.606 Frame Relaying Bearer Service Architectural Framework and Service Description.
  - ANSI T1.617 Signaling Specification for Frame Relay Bearer Service.
  - ANSI T1.617 Annex D Additional Procedures for PVCs Using Unnumbered Information Frames.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

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D. Technical Specifications (Cont'd.)

1. (Cont'd.)

- ANSI T1.618 Integrated Services Data Network (ISDN) – Core Aspects of Frame Protocol for User with Frame Relay Bearer Service.
- Frame Relay Specifications with Extension, including Local Management Interface (LMI).

2. FRS Network Interface Specifications document may be obtained by writing to the address listed below:

Central Missouri Telecommunications  
P.O. Box 596  
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Service Commission  
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FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.2 Frame Relay Service (FRS) (Cont'd.)

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E. Service

1. Basic Features

- (a) Customers predefine the locations/lines authorized to exchange data. The Company uses this information to assign and administer the DLCIs and PVCs.
- (b) The Committed Information Rate and Burst Rate will be negotiated, with each customer, at service subscription. These rates will be based on the Port Termination Speeds and the number of PVCs per port ordered by the customer.

2. Optional Feature

Traffic Detail

This feature provides customers with monthly reports of data traffic on their networks. The traffic information includes frame and byte counts, dropped and congested frames.

Missouri Public  
Service Commission

FILED NOV 13 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)Missouri Public  
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## 3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.3 ADSLA. General

This section contains the rules and regulations pertaining to the provision of Digital Subscriber Line Services (DSL) Solutions. DSL Solutions provide high-speed connections services over existing copper facilities. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

ADSL Service1. Service Description

Asymmetrical Digital Subscriber Line (ADSL) Service is an access data technology service offered in speed levels of 384 Kbps Down/128 Kbps Up to 6 Mbps Down/384 Kbps Up. The "up" speeds represent "transmission speeds in kilobytes from the customer designated location (CDL) to the Company's ADSL connection point, while the "down" speeds represent "transmission speeds in kilobytes and megabits," from the Company's ADSL connection point to the CDL. The connection point is the aggregation point designated by the Telephone Company for connecting multiple Telephone Company ADSL serving wire centers via the backbone network services to the CDL.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.3 ADSL (Cont'd.)

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A. General (Cont'd.)

ADSL Service (Cont'd.)

2 Service Provisions

ADSL Service is provisioned over existing Company copper facilities and transported to the Company's backbone network. ADSL Service provides a connection from the customer designated location (CDL) to the ADSL connection point.

Access from the Company's ADSL connection point will be provided via Frame Relay Service, where facilities permit. Frame Relay Service is available in 3.10.2, preceding. A customer may utilize their existing Frame Relay Service or may submit any order to establish new facilities. The associated rates and charges for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate elements.

The Company will qualify the ADSL Service between the CDL and the serving wire center. The purpose of qualification is to determine the availability and suitability of existing Company copper facilities to provide the service. The Company will not provision this service on facilities which are not suitable for ADSL.

Missouri Public  
Service Commission  
95-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

## 3.10 Digital Access and Integrated Services (Cont'd.)

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A. General (Cont'd.)ADSL Service (Cont'd.)2. Service Provisions (Cont'd.)

The Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.

ADSL will be provided subject to the availability and limitations of Company wire centers and outside plant facilities and is only available where technical capabilities permit such facility distance and type of physical plant.

3. Responsibility of the Company

The Company will provision and maintain ADSL service for the customer up to and including the Network Interface Device (NID).

4. Rights of the Company

The Company will not provision ADSL service if the Company reasonably determines that (a) it is not technically feasible over existing facilities or (b) it will cause interference problems with existing services.

During the Company's network maintenance and software updates period, it may be necessary to place the ADSL wire center out of service. The Company reserves the right to temporarily interrupt ADSL Service at other times in emergency situations.

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

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3.10 Digital Access and Integrated Services (Cont'd.)

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3.10.3 ADSL (Cont'd.)

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A. General (Cont'd.)

ADSL Service (Cont'd.)

5. The customer is responsible for providing compatible customer provided equipment (CPE) that is used for connection to ADSL Service.

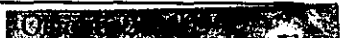
The customer is responsible for providing the Company with the necessary information (e.g., Data Link Connection Identifier(s) (DLCI), Permanent Virtual Circuit (PVC) and/or Internet Protocol) to provision ADSL Service.

The customer ordering ADSL Service on behalf of its subscribers must obtain a letter of agency.

The customer will be responsible for obtaining permission from its subscriber(s) for the Company's agents or employees to enter the customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of the service, removing the service components of the Company.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

## 3.10 Digital Access and Integrated Services (Cont'd.)

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Service Commission3.10.3 ADSL (Cont'd.)

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A. General (Cont'd.)ADSL Service (Cont'd.)6. Rate Regulations(a) Rate Elements

A nonrecurring charge and a monthly rate apply for the installation of ADSL Service. The nonrecurring charge is also applicable when changing bandwidth.

ADSL Service is available in two service level packages, and is based on the "downstream and upstream" speeds chosen by the customer. The service levels are as follows: The Platinum Plus is available for multi-user applications. A customer may have multiple packages.

<u>Downstream</u>	<u>Upstream</u>
Up to 1.5 Mbps, guaranteed at 384 Kbps	128 Kbps
Up to 6 Mbps, guaranteed at 1.5 Mbps	384 Kbps

Data speeds set forth above are peak periods. Actual speeds may be affected by loop distance and other factors, therefore, data speeds are not guaranteed.

Missouri Public  
Service Commission  
99-1372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 13, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public  
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3.11 Private Line Services

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3.11.1 General

- A. In addition to the regulations set forth in the Regulation Section of this tariff applicable to Private Line Services, additional regulations are set forth throughout this Section.
- B. Channels are classified by series and further classified within each series by types. The various series and types are described in terms of circuit characteristic an/or use.
- C. The Customer is responsible for the selection of the service, i.e., type of circuit signaling options, jacks and terminating interfaces required to meet his needs. The Customer premises equipment, station apparatus and premises wiring must be compatible with the service provided by the Company. The Company has overall responsibility for the Private Line Service up to and including the Demarcation Point, including the selection of all local channels.
- D. Local Exchange Service rates, rules and regulations apply for the local exchange portion of the total service when Private Line Services are used in connection with Local Exchange Service.
- E. The Network Interface for the connection of premises services consists of a standard registration jack or its equivalent and is provided as part of the Private Line Service.

Missouri Public  
Service Commission

99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public  
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3.11 Private Line Services (Cont'd)

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3.11.2 Special Signaling Service - Series 100

- A. These channels are suitable for use with Two-Point or Multi-Point Service within the same LATA subject to the number of point limitations indicated for each type and are provided for use with Customer-provided power and signaling equipment and other special signaling services.

It is expressly declared that metallic interoffice service components for this type of service are in continually decreasing supply, and the Company is not obligated to continue to make such additional service components available.

Those local channels used to provide a transmission path to connect with Customer Premises Equipment (CPE) at a premises are defined in terms-of-electrical interfaces. Interconnection protection criteria and regulations as described in Section 3 of this tariff shall apply.

The types of local channels offered for termination at a premises for termination in customer premises equipment and systems are as follows:

- 1) Type 101 - Transmission Characteristics in Paragraph 3.10.2, D.1, following.
- 2) Type 102 - Transmission Characteristics in Paragraph 3.10.2, D.2, following.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.2 Special Signaling Service - Series 100 (Cont'd)

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- B. Type 101 service is furnished on an intraLATA intraexchange two- or three-point basis only.

Type 102 service is furnished on an intraLATA intraexchange multi-point (minimum of 4 points, maximum of 26 points) basis.

Service is restricted to no more than three serving offices, including the serving office of the central station all within the same LATA.

C. Service Area

- 1) Type 101 service is offered in the Osage Beach area exchanges where the incumbent local exchange carrier is SWBT. These exchanges are listed in Section 3.1.2, preceding.
- 2) Type 102 service is offered in all Osage Beach area exchanges served by Company as described in Section 3.1.2, preceding.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.2 Special Signaling Service - Series 100 (Cont'd)

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D. Transmission Characteristics

- 1) Type 101 service has a two-wire interface with two-wire service components suitable for use with direct current transmission (metallic continuity). Customers may order two, two-wire services to achieve four-wire service.

Transmission specifications and limitations are described in the Bell System Technical Reference on the transmission specification for Private Line metallic circuits which include the following:

Current applied by CPE - A and DC components per conductor, not to exceed .150 amperes rms.

Magnitude of the peak of the voltage between any conduct and ground, not to exceed 70.7 volts except continuous DC voltage not to exceed 135 volts.

- 2) Type 102 service has a two-wire interface with two-wire service components suitable for low-speed, unidirectional series-operated signaling and may be implemented by either metallic channels or by other means at the Company's options. If provided by "other means", the transmission specifications are described in the Bell System Technical Reference for low-speed signaling channels.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)3.11 Private Line Services (Cont'd)Missouri Public  
Service Commission3.11.3 Sub-Voice Grade Service - Series 200

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- A. Sub-Voice Grade service provides, and is designed for transmission of low speed data at rates up to 75 and up to 150 baud within certain technical specifications. These channels are furnished for half-duplex and duplex operations. The service is not suitable for the transmission of alternating current tones.
- B. The types of local channels and the transmission characteristics offered for termination at a premises for termination in Customer premises equipment and systems are as follows:
- 1) Type 250 - An interface engineering for binary signals at rates up to 75 baud, 20 + 1 or 62.5 + 2.5 milliamperes neutral signals.<sup>1/</sup> The terminal equipment shall deliver no more than eight percent (8%) telegraph distortion and shall be capable of processing received data signals with up to thirty-five percent (35%) percent telegraph distortion.
  - 2) Type 251 - EIA standard RS232C type interface engineered for binary signals at rates up to 150 baud and the terminal equipment shall deliver no more than five percent (5%) telegraph distortion and shall be capable of processing received data signals with up to forty percent (40%) telegraph distortion.
  - 3) Type 250 and Type 251 channels are furnished for teletypewriter, data, supervisory control and miscellaneous signaling use.

<sup>1/</sup> The Company has the option of providing 20 or 62.5 milliamperes and will notify the Customer of the current level to be supplied. The Company will supply the line voltage and provide for the current adjustment. The maximum open circuit voltage across the send data leads at the interface will not exceed 270 volts.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 28, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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Service Commission3.11.3 Sub-Voice Grade Service - Series 200 (Cont'd)

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- C. Parameters and specifications for sub-voice grade local channels used with customer premises equipment in Section 3.11.3.B, are as follows:

BASIC PARAMETERS      SPECIFICATION OR LIMIT

Channel Signals	Local channels used with CPE – as specified in Section 3.10.3.B above. Note that the specifications of channels signals refer to the requirement of the total service offering and not the individual local channel.
Channel Distortion	Local channels used with CPE – as specified in Section 3.11.3.B above. Note that the specifications of channels signals refer to the requirement of the total service offering and not the individual local channel.
Power Requirement	For up to 75 Baud Type – Where the Company provides transmission equipment at the interface. Customer must provide a source of continuous 117 volt, 60 Hz ac power by means of a non-switched outlet.  For up to 150 Baud Type – Customer must in all cases provide a source of continuous 117 volt, 60 Hz ac power, non-switched outlet

The Company will in all cases supply all voltage and current adjustments to the local channel.

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.3 Sub-Voice Grade Service - Series 200 (Cont'd)

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D. Service Area

Sub-Voice Grade Service - Series 200 service is offered in all Osage Beach area exchanges served by Company as described in Section 3.1.2, preceding.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11.4 Voice Grade Service - Series 400

A. Series 400 local channels are furnished for use as the Customer elects and operate within certain technical specifications. The various types and the transmission characteristics of local channels which are offered for termination at a premises for connection to only CPE and systems (except as provided in Paragraph 3.11.1.E) are as set forth following:

- 1) Type 414B - Furnished for tie line use, between a Customer premises PBX (or similar) switching system and a Customer's Centrex arrangement then the switching system is located in a Company central office. E&M signaling is included in the local channel.
- 2) Type 414C - Furnished for tie line use, between two Customer Centrex arrangements when both switching systems are located in a Company central office.
- 3) Type 415 - Furnished for voice transmission in the same serving office as the primary source, off-premises extension (non-PBX) and off-premises Centrex (with switching equipment located on Company premises) station and/or extension station use. Also for telephone answering service use. In addition, a Type 415 meets the following technical specifications:

A two-wire interface with effective two-wire facilities engineered for 1000 Hz net loss of 6dB, loop signaling is including in the local channel.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

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## A. (Cont'd)

- 4) Type 417 – Furnished for voice transmission, Telephone Answering Services. Furnished for voice transmission for Telephone Answering Service for service between the concentrator located in the Company central office and the Customer premises identifier (417A). Furnished for voice transmission used with AUTOTAS Telephone Answering Service. For service between the Electronic Concentrator and the Traffic Director (417B).
- 5) Type 420 – A four-wire interface with four-wire service components engineered for 1000 Hz net loss of 16 dB. Normally suitable for use as a full duplex data channel.<sup>1/</sup>
- 6) Type 422 – A two-wire interface with effective two-wire service components engineered for a 1000 Hz net loss of 16 dB. Normally suitable for use as a half duplex data channel.<sup>2/</sup>

<sup>1/</sup> Type 420 through Type 423 local channels are not suitable for, nor can they be used for, switching and/or tandem operations to the switched network or other Private line services.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
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## A. (Cont'd)

- 7) Type 423 - A two-wire interface with effective two-wire service components engineered for a 1000 Hz net loss of up to 10 dB for two-point service and up to 20 dB for multipoint service. Furnished for two-point or multipoint voice transmission, Private Line voice or intercommunication line or supervisory control use. Limited to five (5) local channels on multipoint service where two-way communication is required.<sup>2/</sup>
- 8) Type 424 - A two-wire or four-wire interface with effective four-wire service components engineered to VLN design specifications for tie line use. Normally suitable for use as a tie line between two premises PBX (or similar) switching systems.
- 9) Type 425 - A four-wire interface with four-wire service components engineered for a 1000 Hz net loss of 16 dB. Normally suitable for use as a voice channel.
- 10) Type 428 - A two-wire interface with effective two-wire service components engineered for a 1000 Hz net loss of VLN +4 dB. Normally suitable for use to provide an off-premises main or extension station of a premises PBX (or similar) switching system.

<sup>1/</sup> Type 420 through Type 423 local channels are not suitable for, nor can they be used for, switching and/or tandem operations to the switched network or other Private line services.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

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A. (Cont'd)

- 11) Type 432 - Furnished for half duplex data transmission for an Automatic Identified Outward Dialing (AIOD) data channel. For use between a premises PBX (or similar) switching system and a serving office.
- 12) Type 435 - A two-wire interface with four-wire service components engineered for a 1000 Hz net loss of 16 dB. Normally suitable for use as a multipoint voice channel where more than five (5) local channels are involved and two-way communication is required.
- 13) Type 437 - Furnished for use with Centrex (with switching equipment located on Telephone Company premises) data link consoles. For service between the premises control cabinet and the serving office.
- 14) Type 442 - Furnished for data transmission associated with a serving office located Dataphone Select-A-Station Service. For service between the central office Data Station Selector (DSS) and remote station requiring a two-wire interface.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service – Series 400 (Cont'd)

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A. (Cont'd)

- 15) Type 443 – Furnished for data transmission associated with a serving office located Dataphone Select-A-Station Service. For service between the customer premises Selector Control Unit (SCU) and the Data Station Selector (DSS) or between a DSS and Remote Station requiring a four-wire interface.

Signaling options required to arrange Series 400 channels for suitable signaling are available at charges specified in Section 4, following. The application of signaling options currently provided to arrange Series 400 on premises, same building and additional point of termination services has been obsoleted to existing installations at existing locations for existing customers.

Bridging charges, per channel bridged, apply when three or more voice grade channels are connected at the same location.

Customers must insure that neither direct transmitted signal nor reflected signal energy is allowed to violate interconnection protection criteria and regulations as set forth in Section 2.

Specifications of net loss (or gain) refer to the requirement of the total channel offering, not the individual local channel. Gains or losses present in CPE have not been included.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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## B. Parameters and Specifications

Parameters and specifications for two-point service used with Customer Premises Equipment (CPE) and station equipment are as follows: Speech application specifications and limits apply to all local channels except Types 420 and 422. Data application specifications and limits apply only to Types 420 and 422. Dataphone Select-a-Station application, specifications and limits are provided in the appropriate Bell System Technical Reference Pub 41014 and apply only to Types 442 and 443.

BASIC PARAMETERS    SPECIFICATION OR LIMIT

## Net Loss

Local Channels used with customer-provided station equipment

- Limit as specified in Standard Bell System Design Practices and/or Technical References. The specifications of net loss or gain refer to the requirements of the total channel service offering, not the individual local or interoffice channel. Losses or gains present in CPE have not been included.

## DC Resistance

Local Channels used with customer-provided station equipment

- Limit as specified in Standard Bell System Design Practices and/or Technical References does not imply or guarantee end-to-end DC continuity.

Missouri Public  
Service Commission

FILED NOV 13 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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B. (Cont'd)

BASIC PARAMETERS SPECIFICATION OR LIMIT

Frequency Error	$\pm 5$ Hz
Frequency Response	300-3000 Hz, -3 dB to +12 dB 500-2500 Hz, -2 dB to +8 dB ("+" means more loss and "-" means less loss)
Envelope Delay Distortion	For Speech Application, not controlled.  For Data Application, less than 1000 microseconds, 1000-2400 Hz; less than 1750 microseconds, 800-2600 Hz.
-13 dbm0 1000 Hz Test Signal to C-Notched Noise Ratio	For Speech Application, 20 db. For Data Application, 24 db.
Impulse Noise	For Speech Application, 90 counts in 15 minutes at a threshold of 1 db below a -13 dEm0 rms 1000 Hz Test Signal.  For Data Application, 15 counts in 15 minutes at a threshold of 6 db below a -13 dEm0 rms 1000 Hz Test Signal.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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## B. (Cont'd)

BASIC PARAMETERS SPECIFICATION OR LIMIT

Phase Jitter	For Speech Application, L8 degrees peak to peak.  For Data Application, 10 degrees peak to peak.
Non-Linear Distortion Signal to 2 <sup>nd</sup> Order Distortion	For Speech Application, 20 db.  For Data Application, 25 db.
Signal to 3 <sup>rd</sup> Order Distortion	For Speech Application, 20 db.  For Data Application, 25 db.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

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C. MultiPoint

The Company will provide bridging equipment in serving offices and primary serving offices to provide multipoint service. Bridging charges apply per channel (interoffice channel, local channel and interexchange channel) in offices where three or more channels are bridged. Bridging charges do not apply to Foreign Exchange, Foreign Serving Office and Types 312(l), 415f 417, 428, 442 and 443.

Standard bridging equipment for two-way communication between all points will be provided unless the customer specifies another fixed bridging arrangement.

The transmission parameters specified in Paragraph 3.11.4.B., preceding, are not applicable to multipoint service consisting of more than five points where local channels with two-wire service components and two-way communication are involved or more than 20 points otherwise.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

D. Conditioning Options - Available for Types 414B, 414C, 420 and 422.

The types and descriptions of the available conditioning options at rates and charges specified in Section 4, following, are as follows:

- 1) Type C - Conditioning provides assured transmission quality for frequency response and envelope delay distortion as specified below.
- 2) Type C1<sup>2/</sup> - For a two-point or multi-point channel:
  - The envelope delay distortion shall not exceed:  
Between 1000 and 2400 Hz, a maximum difference of 1000 microseconds.
  - The loss deviation with frequency (from 1000 Hz, reference) shall not exceed:  
Between 1000 and 2400 Hz, -1 dB to + 3 dB.  
Between 300 and 2700 Hz, -2 dB to + 6 dB.  
(+ means more loss)

<sup>1/</sup> Type C1 and C2 Channel Conditioning Service will be provided subject to these restrictions: with customer Premises Equipment, the conditioned channel is restricted to no more than five (5) points and/or 4000 miles on "two-wire" service and no more than twenty (20) points and/or 4000 miles on "four-wire" circuits. These restrictions do not apply to one-way simultaneous transmission from a master service point to all other service points such as broadcast-type multi-point service

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 09/13/1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

D. Conditioning Options - Available for Types 414B, 414C, 420 and 422. (Cont'd)

- 3) Type C2<sup>1/</sup> - For a two-point or multipoint channel:
- The envelope delay distortion shall not exceed:
    - Between 1000 and 2600 Hz, a maximum difference of 500 microseconds.
    - Between 600 and 2600 Hz, a maximum difference of 1100 microseconds.
    - Between 500 and 2800 Hz, a maximum difference of 3000 microseconds.
  - Frequency response shall not exceed:
    - Between 500 and 2800 Hz, -1 dB to +3 dB.
    - Between 300 and 3000 Hz, -2 dB to +6 dB.(+ means more loss)

NOTE: On a three-point or four-point channel, conditioning in accordance with above specifications is applicable only between one service point (that designated by the customer as the control point) and each of the other two or three service points.

<sup>1/</sup> Type C1 and C2 Channel Conditioning Service will be provided subject to these restrictions: with customer Premises Equipment, the conditioned channel is restricted to no more than five (5) points and/or 4000 miles on "two-wire" service and no more than twenty (20) points and/or 4000 miles on "four-wire" circuits. These restrictions do not apply to one-way simultaneous transmission from a master service point to all other service points such as broadcast-type multi-point service

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

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D. Conditioning Options - Available for Types 414B, 414C, 420 and 422. (Cont'd)

- 4) Type C4 - For a two-point or three-point channel:
- The envelope delay distortion shall not exceed:
    - Between 1000 and 2600 Hz, a maximum difference of 300 microseconds.
    - Between 800 and 2800 Hz, a maximum difference of 500 microseconds.
    - Between 600 and 3000 Hz, a maximum difference of 1500 microseconds.
    - Between 500 and 3000 Hz, a maximum difference of 3000 microseconds.
  - Frequency response shall not exceed:
    - Between 500 and 3000 Hz, -2 db to +3 db.
    - Between 300 and 3200 Hz, -2 bd to +6 db.
- (+ means more loss)

NOTE: On a three-point channel, conditioning in accordance with above specifications is applicable only between one service point (that designated by the customer as the control point) and each of the other two or three service points.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

D. Conditioning Options - Available for Types 414B, 414C, 420 and 422. (Cont'd)

- 5) Type CS - For a two-point channel:
- The envelope delay distortion shall not exceed:
    - Between 1000 and 2600 Hz, a maximum difference of 100 microseconds.
    - Between 600 and 2600 Hz, a maximum difference of 300 microseconds.
    - Between 500 and 2800 Hz, a maximum difference of 600 microseconds.
  - Frequency response shall not exceed:
    - Between 500 and 3000 Hz, -2 db to +3.0 db.
    - Between 300 and 3200 Hz, -1.5 db to +1.5 db.(+ means more loss)
- 6) Type DI - High Performance Data Conditioning for a two-point channel not arranged for switching<sup>1/</sup>
- Signal to C-Notched Noise Ratio 28 dB
  - Non-Linear distortion:
    - Signal to second order distortion 35 dB
    - Signal to third order distortion 40 dB

<sup>1/</sup> Available only where service components and conditions permit.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11 Private Line Services (Cont'd)

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

E. Foreign Exchange and Foreign Exchange Centrex (with switching equipment located on Telephone Company premises) Station Service.

- 1) This service is furnished to a maximum of two exchanges (in addition to the exchange in which the Exchange service is furnished). The Exchange service connection is provided from one exchange only.
- 2.) Service is furnished on the condition that additional costs to the Company may be necessary to provide a type of signaling suitable for operation with the exchange from which service is furnished, or to provide, at the customer's request, a type of signaling other than the type the Company would elect to furnish. In such cases, additional charges shall apply.
- 3) Customers, for the exchange portion of the service, are subject to exchange charges, rules and regulations; and for the private line portion of the service, are subject to the private line charges, rules and regulations in this Tariff.
- 4). The Company will only provide this service when both service points (the open end and the closed end) are within the same LATA.
- 5) Off-premises extensions are provided only where service components and conditions permit. Type 415 (1LLAY) local channels charges apply for off-premises extensions.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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3.11.4 Voice Grade Service - Series 400 (Cont'd)

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F. Foreign Serving Office and Centrex (with switching equipment located on Telephone Company premises) Station Service.

- 1) This service is furnished to a maximum of two serving offices (in addition to the serving office in which the Exchange Service is furnished) within the exchange or metropolitan exchange in which the exchange service is furnished.
- 2) Service is furnished on the condition that additional costs to the Company may be necessary to provide a type of signaling suitable for operation with the serving office from which service furnished, or to provide, at the customer's request, a type of signaling other than the type the Company would elect to furnish. In such cases, additional charges shall apply.
- 3) Customers, for the exchange portion of the service, are subject to exchange charges, rules and regulations; and for the private line portion of the service, are subject to the private line charges, rules and regulations in this Tariff.
- 4) Off-premises extensions are provided only where service components and conditions permit. Type 415 (ILLRY) (ILLHY) local channel charges apply for off-premises extensions.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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NOV 17 1999

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Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.12 Direct Inward Dialing Service to Customer Premises-Located Switching Systems

- 3.12.1 Direct Inward Dialing Service to Customer Premises-located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.
- 3.12.2 The service includes the central office switching equipment necessary for Direct Inward Dialing from the exchange and Long Distance Message Telecommunications network directly to stations and attendant positions associated with customer premises-located switching systems.
- 3.12.3 The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service.
- 3.12.4 The Charges for the service, as provided in Section 4, following, are in addition to all applicable charges for PBX Service with which this service is associated, and the applicable Network Access Line and connecting arrangement charges as provided in Section 4 of this Tariff.
- 3.12.5 Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- 3.12.6 The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect is use or performance.
- 3.12.7 Direct Inward Dialing telephone numbers are normally provided on a consecutive-number basis. DID numbers may be provided on a nonconsecutive basis when such service provision is acceptable to the customer and the Company and is within normal limitations of the serving office. The Company retains its rights to the administration and use of telephone numbers.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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- 3.12 Direct Inward Dialing Service to Customer Premises-Located Switching Systems (Cont'd)
- 3.12.8 The customer premises-located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
- 3.12.9 The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.
- 3.12.10 The temporary removal of a number(s) from a DID number block, for use by the same customer, is offered, subject to the availability of facilities, at the charge specified in Section 4, following. In such cases, the customer shall continue to pay the appropriate rate for the original number block of DID numbers. When a block of DID numbers or when the temporarily removed number is disconnected, all numbers which were temporarily removed must be returned to the original block of DID numbers.
- 3.12.11 Rates and charges for DID numbers apply on a per trunk group basis. The rate and charge for an initial block of DID numbers, whether in quantities of 100 or in quantities of 10, will apply only once for each quantity. All subsequent number blocks requested by the customer will be at the rates and charges specified for additional quantities.
- 3.12.12 In cases where a customer converts a block of 100 numbers into one or more blocks of 10 numbers, or visa versa, it will constitute a disconnection and the appropriate nonrecurring charges will apply to establish the new number block(s). However, the customer may be required to accept different numbers from those in the original number block(s).
- 3.12.13 Note that special steps are required for PBX customers to have 911 service features consistent with those provided to other end users in the same 911 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 911 service within the area served by the PBX in accordance with the provisions of this Tariff.

Missouri Public  
Service Commission

99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

[REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

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3.13 Universal and Enhanced Universal Emergency Telephone Number Services

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3.13.1 General

- A. The Company will provide the E-911 service provider in Company service areas, where E-911 service is available, with accurate information necessary to update the E-911 database at the time the Company accepts customer orders for facilities-based services or submits such order to the local exchange telecommunications company whose service is being resold, in either or both cases pursuant to these tariffs.
- B. At the time the Company provides basic local service to a customer by means of Company own cable pair, or over any other exclusively owned facility, the Company will make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
- C. The Company will provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 service provider to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- D. The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)Missouri Public  
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3.13.2 911 ServiceA. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

B. Regulations

1. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
2. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
3. 911 service is furnished for incoming calls only.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: [REDACTED]

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

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Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

B. Regulations

1. In addition to the following, the regulations in 3.13.2.B apply.
2. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
3. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
4. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 10/01/99

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.13 Universal and Enhanced Universal Emergency Telephone Number Services (Cont'd)

3.13.3. E911 Service (Cont'd)

Missouri Public  
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B. Regulations (Cont'd)

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5. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

C. Conditions for Furnishing Service

The conditions applicable to the furnishing by the Company of E911 Service are the same as those set forth in Section 3.13.2.C applying to 911 Service.

Missouri Public  
Service Commission

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 13, 1999~~

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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NOV 17 1999

SECTION 3 - DESCRIPTION OF SERVICES AND RATES (Cont'd)3.14 Lifeline Telephone ServiceMissouri Public  
Service Commission3.14.1 Basic Lifeline Service

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This low price individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Extended area service calls (where available) are timed; all other local calls are untimed.

3.14.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs:

Aid to Families with Dependent Children (AFDC)  
Food Stamps  
Home Energy Assistance Program (HEAP)  
Home Relief  
Medicaid  
Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the appropriate state agencies and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 3 - DESCRIPTION OF SERVICES AND RATES (Cont'd)3.14 Lifeline Telephone Service (Cont'd)Missouri Public  
Service Commission3.14.2 Eligibility (Cont'd)

REC'D SEP 13 1999

Lifeline services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

3.14.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan.

Service connection charges do not apply to change existing service from:

- A. Message Rate Service to Basic Lifeline service;
- B. Basic Lifeline service to Message Rate Service.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 26, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES

4.1 General

Missouri Public  
Service Commission

4.1.1 Usage Based Charges

REC'D SEP 13 1999

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)

Missouri Public  
Service Commission

4.1 General (Cont'd)

RECD SEP 13 1999

4.1.2 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules apply:

- A. Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by and available from the Traffic Routing Administration office at Bell Communications Research Inc. (Bellcore), Morristown, New Jersey, and in National Exchange Carrier Association, Inc. Tariff FCC No. 4 ("NECA tariff"), associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.1 General (Cont'd)

REC'D SEP 13 1999

4.1.2 Rates Based on Distance (Cont'd)

B. The airline distance between any two rate centers is determined as follows:

- 1) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced NECA tariff.
- 2) Compute the difference between the "V" coordinates of the two Rate Centers; and the difference between the two "H" coordinates.
- 3) Square each difference obtained in step (b) above.
- 4) Add the square of the "V" difference and the square of the "H" difference obtained in step C above.
- 5) Divide the sum of the squares by 10.
- 6) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.
- 7) FORMULA:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.2 Connection Charges

REC'D SEP 13 1999

4.2.1	Connection Charge	<u>Residence</u>	<u>Business</u>
	A. Service Order Charge		
	– First	\$ 39.50	\$52.25
	– Additional	\$ 21.00	\$52.25
	B. Premises Visit Charge (per 15 minute increment)		
	– First	\$39.50	\$39.50
	– Additional	\$14.25	\$14.25
	C. Charge to install main service access line, per access line	\$36.50	\$ 52.25
4.2.2	Restoral Charge		
	A. Charge to restore service, per access line	\$21.00	\$21.00

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd) ~~Missouri Public Service Commission~~4.2 Connection Charges (Cont'd)

REC'D SEP 13 1999

	<u>Residence</u>	<u>Business</u>
4.2.3 Moves, Adds and Changes		
A. Charge to change the grade of service or to change party pairing per access line	\$36.50	\$45.25
B. Charge to change telephone number per access line	\$11.25	\$ 7.75
C. Charge to initiate or terminate detailed billing, per access line	\$ 4.00	\$ 5.00
D. Charge to change to or from flat, message, or measured service, per access line	\$10.50	\$10.25
E. Charge to change class of service, per access line		
- Residence to Business		\$12.25
- Business to Residence	\$11.25	

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 28, 1999~~

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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NOV 17 1999

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.2 Connection Charges (Cont'd)

REC'D SEP 13 1999

	<u>Residence</u>	<u>Business</u>
4.2.4 Record Order Charge		
Per Request	\$10.80	\$ 10.80
4.2.5 Premises Visit Charges		
A. Trouble Isolation Charge		
Per Premises Visit, Residence: (per 15 minute Increment):	\$24.45	
Per Premises Visit, Business: (per 15 minute Increment):		\$24.45
B. Inside Wire Installation Charge		
Per Premises Visit, Residence: (per 15 minute Increment):	\$24.45	
Per Premises Visit, Business: (per 15 minute Increment):		\$24.45
C. Inside Wire Maintenance Charge		
Per Premises Visit, Residence: (per 15 minute Increment):	\$24.45	
Per Premises Visit, Business: (per 15 minute Increment):		\$24.45
4.2.6 <u>Primary Interexchange Carrier Change Charge</u>		
For a change in Primary Interexchange Carrier (PIC)		\$ 5.00
For a change back from a new to previous PIC		\$ 5.00

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date:

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.3 ADVANCED FEATURE Service Rates

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	<u>Monthly</u>	<u>Nonrecurring</u> <u>First</u>	<u>Additional</u>
4.3.1 <u>ADVANCED FEATURE Features Line Charge</u>			
Call ID	\$5.95	\$5.95	\$5.95
Block Call ID	None	None	None
Auto Callback	\$3.25	\$3.25	\$3.25
Auto Recall	\$3.25	\$3.25	\$3.25
Call Trace	None	None	None
Selective Call Acceptance	None	None	None
Selective Call Forwarding	\$3.25	\$3.25	\$3.25
Selective Call Rejection	\$4.75	\$4.75	\$4.25

4.3.2 ADVANCED FEATURE Usage Charge

	<u>Per Use Charge</u>
Call ID	\$None
Block Call ID	\$None
Auto Callback	\$ .75
Auto Recall	\$ .75
Call Trace	\$8.00 per successful activation
Selective Call Acceptance	\$None
Selective Call Forwarding	\$None
Selective Call Rejection	\$None

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.4 Message Rate Service Rates

RECD SEP 13 1999

4.4.1 Business Rates

<u>Group</u>	<u>Message Rate 1-Party</u>	<u>1st Message Trunk</u>	<u>Add'l Message Trunk</u>
A	\$14.55 (1)	\$19.80 (2)	\$ 9.30
B	\$17.95 (1)	\$23.20 (2)	\$12.70

(1) Includes allowance of 100 local messages; additional local messages are billed at \$0.06 each.

(2) Includes allowance of 200 local messages; additional local messages are billed at \$0.06 each.

4.4.2 Residential Rates

<u>Group</u>	<u>Message Rate 1-Party</u>
A	\$ 5.65 (3)
B	\$ 6.50 (3)

(3) Includes allowance of 20 local messages; additional local messages are billed at \$0.10 each.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
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Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd) ~~Missouri Public Service Commission~~4.5 Local Measured Service Rates

REC'D SEP 13 1999

4.5.1 Basic Access line rates will be 55 percent (55%) of the Flat Rate Service Rate for individual residence line(s) or trunk(s). Customers outside the base rate area are charged any applicable zone charges. Zone charges are not subject to discount.

4.5.2 Usage charges which consider frequency, duration, and time-of date are in addition to the basic access line charge.

4.5.3 Conversion Charges

Simple Customers	\$10.25
Complex Customers	\$14.70

4.5.4 Business Rates

<u>Group</u>	<u>Per Month</u>
A (SWBT)	\$ 9.30
B (SWBT)	\$12.70

4.5.5 Residential Rates

<u>Group</u>	<u>Per Month</u>
A	\$ 4.15
B	\$ 5.00

~~Missouri Public Service Commission~~  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.5 Local Measured Service Rates (Cont'd)

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## 4.5.4 Usage Rates for call within the existing non-toll calling area.

A.	<u>Distance</u>	<u>1st MOU</u>	<u>Add'l MOU</u>
	Exchange	\$0.04	\$0.01
	1-14 Miles	\$0.04	\$0.01
	15-28 Miles	\$0.05	\$0.02
	Over 28 Miles	\$0.06	\$0.03

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117By: Jay Teutenberg, President  
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NOV 17 1999

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.5 Local Measured Service Rates (Cont'd)

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## 4.5.4 (Cont'd)

B. Time of Day Discounts

For calls placed in the time periods listed below, discounted charges will apply as described:

	<u>Time</u>	<u>Percent Discount</u>
Evening	(5 p.m. to 10:59 p.m.)	20%
Night	(11 p.m. to 7:59 a.m.)	35%
Weekend	(8 a.m. Sat. to 4:59 p.m. Sun.)	35%

C. Additional Charges

The following charges are in addition to the basic usage charge:

Monthly Preparation Charge	\$1.00
Printed Listing (per message charge)	\$0.01

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 20, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
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4.6 Flat Rate Service Rates4.6.1 General

All rates are charged monthly in advance.

4.6.2 Business Rates

<u>Group</u>	<u>1-Party</u>	<u>Trunk</u>
A	\$16.85	\$21.95
B	\$23.10	\$30.05

4.6.3 Residential Rates

Monthly rates per line or per trunk.

<u>Group</u>	<u>1-Party</u>	<u>2-Party</u>	<u>Trunk</u>
A	\$ 7.55	\$ 5.30	\$11.70
B	\$ 9.10	\$ 6.35	\$14.10

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.7 Extended Area Service

REC'D SEP 13 1999

- 4.7.1 Extended Area Service is provided between the exchanges and at the rates listed in Sections 4.7.3 and 4.7.4 below.
- 4.7.2 Extended Area Service is an arrangement whereby Customers in one exchange or zone may call Customers in contiguous exchanges. There is an extended area additive that applies per exchange or zone, in addition to the applicable local exchange rates. Extended Area Service can be added to Measured Rate, Message Rate and Flat Rate Services.

4.7.3 Business Rates

<u>Exchange</u>	<u>Additive Per Month</u>	<u>Exchange Area(s) Included in Extended Area Service Calling Zone</u>
Camdenton	\$2.65	Gravois Mills, Lake Ozark - Osage Beach
Eldon	\$1.40	Lake Ozark - Osage Beach, Tuscumbia
Eugene	\$7.30	St. Thomas
Gravois Mills	\$2.55	Camdenton, Lake Ozark - Osage Beach, Versailles
Lake Ozark - Osage Beach	\$4.65	Camdenton, Eldon, Gravois Mills, Tuscumbia
St. Thomas	\$7.30	Eugene
Tuscumbia	\$5.65	Eldon, Lake Ozark - Osage Beach
Versailles	\$0.80	Gravois Mills

Missouri Public  
Service Commission  
99-372

FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~NOV 17 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.7 Extended Area Service (Cont'd)

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4.7.4 Residential Rates

<u>Exchange</u>	<u>Additive Per Month</u>	<u>Exchange Area(s) Included in Extended Area Service Calling Zone</u>
Camdenton	\$1.05	Gravois Mills, Lake Ozark - Osage Beach
Eldon	\$0.55	Lake Ozark - Osage Beach, Tuscumbia
Eugene	\$3.65	St. Thomas
Gravois Mills	\$1.00	Camdenton, Lake Ozark - Osage Beach, Versailles
Lake Ozark - Osage Beach	\$1.85	Camdenton, Eldon, Gravois Mills, Tuscumbia
St. Thomas	\$3.65	Eugene
Tuscumbia	\$2.25	Eldon, Lake Ozark - Osage Beach
Versailles	\$0.30	Gravois Mills

Missouri Public  
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FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
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## 4.8 Digital Access and Integrated Services Rates

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4.8.1 ISDN Service Rates

ISDN Services are not available in all areas. The following rates will apply in those areas where service is available.

A. Integrated Services Digital Network (ISDN) Direct Service1. Prices

In cases where the Carrier's customer's premises are in Independent Telephone Company (ITC) serving areas, the Company will assess Base Rate Inter-exchange Mileage charges only to the point of meet with the ITC or intermediate ITC. Charges for ITC services will be assessed by the ITC.

a. Service Elements – Business Rates

<u>Description /Billing Code/</u>	<u>Non-recurring Charge</u>	<u>Monthly Payment Term Payment Plans</u>			
		<u>Monthly</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
ISDN CO Termination /P2B/	\$39.50	\$15.80			
ISDN Direct Line /P2L/ (See Other Applicable Charges and Payments)					
Circuit Switched Capability, Initial "B" Channel /BSB1D/	11.85	3.16	\$ 2.96	\$ 2.77	\$ 2.57
Circuit Switched Capability, Subsequent "B" Channel /BSB8A/	11.85	9.48	9.28	9.09	8.89
Packet Switched Data "B" Channel, per "B" channel /BSB3X/	79.00	67.15	63.20	59.25	55.30
Packet Switched Data "D" Channel, per device /LTQ4X/	11.85	5.14	4.98	4.82	4.66

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

By: Jay Teutenberg, President  
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NOV 17 1999

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
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## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

4.8.1 ISDN Service Rates (Cont'd.)A. Integrated Services Digital Network (ISDN) Direct Service (Cont'd.)1. Prices (Cont'd.)(a) Service Elements – Business Rates (Cont'd)

<u>Description /Billing Code/</u>	<u>Non-recurring Charge</u>	<u>Monthly</u>
On-Demand Packet Switched Data "B" Channel, per "B" channel /BSB7X/	\$39.50	\$15.80
Additional Call Offering, each /NCO/	3.95	1.98
Additional Multiple Call Appearances, each /ACSPB/	3.95	1.58
Advanced Custom Calling Features		
- Automatic Callback	-	-
- Call Screening	-	-
- Repeat Dialing	-	-
Complementary Network Services		
- Alternate Answering	-	-
- Busy Line Transfer	-	-

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: September 13, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
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## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

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4.8.1 ISDN Service Rates (Cont'd.)A. Integrated Services Digital Network (ISDN) Direct Service (Cont'd.)1. Prices (Cont'd.)(a) Service Elements – Business Rates (Cont'd)

<u>Description /Billing Code/</u>	<u>Non-recurring Charge</u>	<u>Monthly</u>
Custom Calling Features		
- Call Forwarding Variable	-	-
Intercom Calling /NZV/	\$3.95	\$1.98
Message Waiting Indicator, each /MLN/	3.95	1.98
Secondary Telephone Numbers, each /DO6/	3.95	1.98
Stationed Controlled Conference - 6 Port /EQ6/	\$11.85	\$11.06
Subsequent charges for Circuit Switched & Packet Switched rearrangements to add, change or move line appearances or feature appearances, per line, per occasion /REA16/	11.85	-
Customer Ordering Charge, per ISDN line /NR91Z/	59.25	-

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

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## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

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4.8.1 ISDN Service Rates (Cont'd.)A. Integrated Services Digital Network (ISDN) Direct Service (Cont'd)1. Prices (Cont'd)(b) Service Elements – Residential Rates

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
ISDN CO Termination /P2B/ ISDN Line /P2L/ <i>(See Other Applicable Charges and Payments)</i>	\$39.50	\$15.80
Circuit Switched Capability, Initial "B" Channel /BSBID/ Circuit Switched Capability, Subsequent "B" Channel /BSB8A/	11.85	3.16
Packet Switched data "D" Channel, per device /LTQ4X/ Additional Call Offering, each /NCO/ Advanced Custom Calling Features - Automatic Callback - Repeat Dialing Complementary Network Services - Alternate Answering - Busy Line Transfer Custom Calling Features - Call Forwarding Variable	11.85 11.85 3.95	6.32 3.16 1.98
Intercom Calling /NZV/ Message Waiting Indicator, each /MLN/ Secondary Telephone Number, each /DO6/	3.95 3.95 3.95	1.98 1.98 1.58

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 13, 1999~~By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
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## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

RECD SEP 13 1999

4.8.2 Frame Relay Rates

The following rates and charges apply to intraLATA FRS in those LATAs where technical capability is available.

A. FRS Access Links (Local Loops)

The rates and charges for access services AND (DS0) 56 Kbps, xDSL Service (DS1) 1.549 Mbps, (DS2) 6.312 Mbps and (DS3) 44.736 Mbps, are found in this tariff, 4.8.3, following, and otherwise in this Tariff.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
B. <u>FRS Access Port Termination - Per Port</u> (includes first DLCI)		
56 Kbps	\$ 375.00	\$ 75.00
128 Kbps	375.00	150.00
384 Kbps	375.00	400.00
1,536 Mbps	375.00	500.00
37 Mbps	1500.00	4800.00
C. <u>DLCI - Per Port</u> (rate for each DLCI)		
1	None	None
2-6	None	15.00
7-11	None	10.00
12 and above	None	5.00
D. <u>Optional Feature</u>		
Traffic Detail	50.00	15.00

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)

## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

4.8.2 Frame Relay Service Rates (Cont'd.)E. Change Charge

This charge applies when the customer makes a change to the port termination speed and there is no change to the access link. Changing the speed of the access link will incur an installation charge for the new access link and an installation charge for the new port termination.

Installation  
Charge

Change Charge - per port

\$30.00

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: 09/13/99

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
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## 4.8 Digital Access and Integrated Services Rates (Cont'd.)

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4.8.3 ADSL Service Rates

Downstream connection rates of up to 1.5 Mbps, guaranteed at 384 Kbps, 128 Kbps upstream

	<u>Monthly Service (1-Year or Longer Term)</u>	<u>Customer Premise Equipment</u>	<u>Equipment Installation</u>	<u>ADSL Service Installation</u>	<u>Month-to- Month Service</u>
ADSL <sup>2</sup> Transport	\$39	\$198	Waived <sup>1</sup>	Waived <sup>1</sup>	\$59
Internet <sup>3</sup> Access	\$10				\$21.95

	<u>Monthly Service (1-Year or Longer Term)</u>	<u>Customer Premise Equipment</u>	<u>Equipment Installation</u>	<u>ADSL Service Installation</u>	<u>Month-to- Month Service</u>
ADSL <sup>2</sup> Transport	\$129	\$198	Waived <sup>1</sup>	Waived <sup>1</sup>	\$149
Multi User (up to 256 accounts) Internet Access <sup>3</sup>	\$199				\$299

- Equipment and Service installation charge waived for customers who sign up for one-year term or longer
- Month-to-Month, 1-Year and 3-Year terms are available for ADSL service
- Discounts are available for retail customers who purchase more than 50 ADSL lines
- A basic telephone line, either business or residential, is required for ADSL service.

1. With term commitment. One-time charges of \$497 apply for Customer Premise Equipment and installation for those customers who choose month-to-month service.
2. All components of the product are available separately.
3. Internet Access provided by Pacific Bell Internet Services includes a Global Service Provider charge.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)

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4.9 Private Line Service Rates

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Rates for Private Lines will be determined on a Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost o providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 1, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
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	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service and Equipment Charge</u>
Direct Inward Dialing Service to Customer Premises-Located Switching Systems:			
First 100 DID numbers assigned	\$ 23.50	\$ 165.00	\$ 5.50
Each add'l 100 DID numbers assigned over the initial block of 100 numbers	\$ 23.50	\$ 165.00	\$ 5.50
First 10 DID numbers assigned	\$ 5.00	\$ 165.00	\$ 5.50
Each add'l 10 DID numbers assigned over the initial block of 10 numbers	\$ 5.00	\$ 10.00	\$ 5.50
Removal of a number from DID Number Block, per DID number	N/A	\$ 10.00	\$ 5.50

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 - RATES AND CHARGES (Cont'd)Missouri Public  
Service Commission4.10 DID Service Rates (Cont'd)

REC'D SEP 13 1999

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service and Equipment Charge</u>
Direct Inward Dialing Service to Customer Premises-Located Switching Systems: (Cont'd)			
DID Trunk Termination			
- With Dial Pulse signaling per trunk	\$ 47.10	\$ 15.75	\$ 5.50
- With Multi-frequency signaling per trunk	\$ 47.10	\$ 15.75	\$ 5.50
- With Dual Tone Multi-frequency signaling per trunk	\$ 47.10	\$ 15.75	\$ 5.50

Missouri Public  
Service Commission99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 2, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 4 – RATES AND CHARGES (Cont'd)Missouri Public  
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4.11 Directory Assistance Services

Directory Assistance per call	\$ 0.50
Directory Assistance Call Completion per call	\$ 0.25

4.12 Operator Assistance

## Service Charges:

	<u>Non-Automated</u>	<u>Semi-Automated</u>	<u>Fully Automated</u>
Station to Station Service			
Calling Card	\$ 1.10	\$ 0.65	\$ 0.35
Collect	\$ 1.10	\$ 0.90	\$ 0.70
Billed to a Third Number	\$ 1.10	\$ 0.90	\$ 0.70
Sent-Paid	\$ 1.10	\$ 0.90	N/A
Person-to-Person Service	\$ 2.40	\$ 2.00	N/A

Missouri Public  
Service Commission99  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 20, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
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CD-2014-0117

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SECTION 5 – CUSTOMER INFORMATION BULLETIN

REC'D SEP 13 1999

Upon receipt of the Service Order, the Company will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR  
REVIEW BEFORE SERVICE CONNECTION**

**Rights and Responsibilities of Missouri Residential Telephone Customers**

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

**Your Telephone Bill**

You'll receive a telephone bill from us each month. Central Missouri Telecommunications, Inc. (the "Company") provides basic local exchange services. The Company does not normally require a deposit for service, but reserves the right to do so where your credit history is unacceptable or unknown to the Company. Payment for the first month's service is payable in advance, and payment in advance for each month of service thereafter is due in full within 30 days of the date of the bill. If we do not receive your payment within 30 days, you will be responsible for late charges and your service may be subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

**Payment Arrangements**

Payment must be sent to the Company as follows: Central Missouri Telecommunications, Inc., P.O. Box 596, Osage Beach, MO 65065. Payments for service mailed to the Company must be in the form of a Money Order or Certified Check. Credit card payments are accepted by the Company by telephone only. If you are temporarily having difficulty paying your telephone bill, please call the Company at **1 888 556 0762** between 8 AM and 10 PM Central Time, Monday through Friday or 9 AM and 4 PM Saturday and ask for the billing department. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent or delivered to you at least five days prior to the date of the proposed discontinuance.

Missouri Public  
Service Commission

99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 13, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
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CD-2014-0117

SECTION 5 - CUSTOMER INFORMATION BULLETIN (Cont'd) **RECD SEP 13 1999**

**Disconnection or Suspension of Telephone Service**

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days, and if you are reconnected within that time the charge for restoration is only \$21.00. If the reason for suspension has not been resolved within the 5 day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a Connection charge. Also, in order to be reconnected you must pay any charges required under the "**Re-Connection Of Service**" section of this information Bulletin.

Your service may be suspended or disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, the Company will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due.

Missouri Public  
Service Commission  
99-372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 2, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

**NOV 17 1999**

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 5 – CUSTOMER INFORMATION BULLETIN (Cont'd) **REC'D SEP 13 1999**

**Re-Connection of Service**

After local telephone service has been suspended, the Company will restore your service when the reason for suspension has been remedied. Before restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by the Company.
2. The Connection charges must be paid again if your service has been disconnected. The Connection charges will NOT be charged if your service has been suspended. If your service has been suspended you will be charged however, a Reconnection fee of \$21.00. Reconnection must be made during the five day suspension period.

**Procedures for Handling Inquiries and Complaints**

Telephone inquiries may be made directly by calling the Company at **1 888 556-0762** between 8 AM and 10 PM Central Time, Monday through Friday or 9 AM and 4 PM Saturday. . Written inquiries may be directed to:

Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

**Filing a Complaint with the Missouri Public Service Commission**

If the Company cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, 5th Floor, Jefferson City, Missouri 65101, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

Missouri Public  
Service Commission  
99 - 372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: ~~October 1, 1999~~

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

**NOV 17 1999**

**CANCELLED**  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117

SECTION 5 - CUSTOMER INFORMATION BULLETIN (Cont'd)

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**LOCAL EXCHANGE SERVICE**

Local Exchange Service provides you with a single, voice-grade communications channel, including a telephone number and a Directory Listing. Local Exchange Service permits you to:

- (i) place calls within the Local Calling Area;
- (ii) access 911 Service if available in your Local Calling Area;
- (iii) place calls to toll-free "800" or "888" telephone numbers.
- (iv) place calls to direct dial (1+) or (0+) toll services;
- (v) place calls to caller-paid information services (e.g., "900", "976", "711");
- (vi) place calls to (0-) access or services

**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

The Company will provide operator services and access to directory assistance through a third party services vendor, which may be a local exchange carrier. Charges for these services will appear on your on your telephone bill from the Company each month.

**CALL TRACE**

Customers receiving annoying or anonymous calls may request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request the following information be recorded:

- the originating telephone number;
- the date and time of the call;
- the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll-free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decided to prosecute the call originating party, the customer should contact the Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

Missouri Public  
Service Commission

99-1372  
FILED NOV 17 1999

Issued Date: September 13, 1999

Effective Date: October 28, 1999

By: Jay Teutenberg, President  
Central Missouri Telecommunications, Inc.  
P.O. Box 596  
Osage Beach, MO 65065

NOV 17 1999

CANCELLED  
December 30, 2013  
Missouri Public  
Service Commission  
CD-2014-0117