

SCHEDULE OF RATES AND CHARGES
TOGETHER WITH RULES AND REGULATIONS
APPLICABLE TO TELEPHONE SERVICE
PROVIDED IN THE TERRITORY SERVED BY THE
ROCK PORT TELEPHONE COMPANY
WITHIN THE STATE OF MISSOURI AS FOLLOWS:

Missouri Public
Service Commission

REC'D NOV 17 2000

ROCK PORT
SOUTH HAMBURG
WATSON

Missouri Public
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

As of November 18, 2008, the following statutory and rule provisions no longer apply to the Company as they have been waived pursuant to §392.420 RSMo 2008:

A. Rules

- 4 CSR 240-3.550(4) and (5)(A) – Held Order Records, Quality of Service Reports
- 4 CSR 240-32.060 – Engineering and Maintenance
- 4 CSR 240-32.070 – Quality of Service
- 4 CSR 240-32.080 - Service Objectives and Surveillance Levels
- 4 CSR 240-33.040 (1-3) and (5-10) – Billing and Payments Standards
- 4 CSR 240-33.045 – Identification and Placement of Charges on Bills

B. Statutes

- Section 392.290 RSMo – Issuance of Stocks, Bonds and Other Indebtedness
- Section 392.300 RSMo – Transfer of Property
- Section 392.310 RSMo – Approval of Issuance of Stocks, Bonds, or Other Indebtedness
- Section 392.320 RSMo – Certificate of Approval for Dividends
- Section 392.330 RSMo – Account for Disposition of Proceeds
- Section 392.340 RSMo – Reorganization

Issued: December 17, 2008

Effective: January 16, 2009

Raymond Henagan, CEO/Manager
Rock Port Telephone Company
P.O. Box 147, 107 West Opp
Rock Port, MO 64482

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Raymond Henagan
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Rock Port, MO 64482

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DEFINITIONS

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2. Definitions

Access Line

The circuit which travels from the Central Office to the subscriber's premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

Channel

The communications path provided by the Company between two or more locations.

Circuit

A Channel used for the transmission of electrical or optical energy in the furnishing of telephone service.

Contract

The service agreement between a subscriber and the Company under which services and facilities are furnished in accordance with the provisions of the applicable tariffs.

Customer Activity Charge

Nonrecurring charge(s) made for the establishment of communication service or subsequent additions, disconnection, or changes to that service.

Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Company.

Demarcation Point

The point of connection, provided and maintained by the telephone utility to which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be the modular jack on the customer side of the protector. The drop and the interface arrestor, will continue to be provided by, and remain the property of, the telephone utility.

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Service Commission

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

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Service Commission
JI-2019-0102

DEFINITIONS

2. Definitions (Cont'd)Missouri Public
Service CommissionExchange

REC'D NOV 17 2000

A geographical area for the administration of telecommunications services established and described by the tariff of a telecommunications company providing basic local telecommunications service.

Exchange Area

The territory served by an Exchange.

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local service area.

Local Message

A communication between subscribers' stations within the same local service area.

Local Service Area

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Pilot Number

The number in a multi-line hunt service group which is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Missouri Public
Service CommissionPremises

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All of a building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground owned by one entity not intersected by a public highway or thoroughfare.

DEFINITIONS

Missouri Public
Service Commission2. Definitions (Cont'd)

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Private Line

A circuit provided to furnish communication only between the two or more locations directly connected to it, and not having connection with central office switching apparatus.

Public Telephone

An exchange station, either attended or equipped with a coin-collecting device which is installed for the convenience of the public at a location chosen or accepted by the Company.

Subscriber

A person or agency subscribing for telephone service. As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; no group treatment of service at separate locations furnished to one individual or firm is contemplated or to be implied except when definitely provided for in the specific service descriptions in the tariff.

Tariff

The document filed by the Company with the Public Service Commission which lists the communication services offered by the Company and the associated rates and charges.

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DEFINITIONS

2. Definitions (Cont'd)

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Toll Message

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A message from a calling station to a station located in a different local service area.

Toll Service

Telephone service rendered by the Company or other Common Carriers between patrons in different local service areas in accordance with the rates and regulations of the company providing service.

Trunk

A telephone communication channel between two switching centers.

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GENERAL RULES AND REGULATIONS

Missouri Public
Service Commission

REC'D NOV 17 2000

3. General Rules and Regulations3.1 Application

The rules and regulations specified herein apply to the intrastate services and facilities of Rock Port Telephone Company, hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific tariffs, the rate, rule, regulations or provision contained in the specific tariffs shall prevail.

This tariff cancels and supersedes all other local tariffs of the Company issued and effective prior to the effective date of this tariff.

3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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GENERAL RULES AND REGULATIONS3. General Rules and Regulations (Cont'd)Missouri Public
Service Commission3.3 Obligation and Liability of Company

REC'D NOV 17 2000

A. Availability of Facilities

The Company's obligation to furnish telephone service is dependent upon its ability to secure suitable facilities and to provide such service without unreasonable expense.

B. Interruption of Service

An allowance will be made upon notice and demand to the Company for interruption of service not due to subscriber negligence if the interruption continues for more than forty-eight hours from the time it is reported to or detected by the Company. The allowance will be the prorated portion of the monthly rate for the service made inoperative.

C. Directory Errors and Omissions

The Company endeavors to correctly list customers, their telephone numbers and other information in the local telephone directory. No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

D. Transmitting Messages

The Company does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified in these tariffs.

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GENERAL RULES AND REGULATIONS3. General Rules and Regulations (Cont'd)Missouri Public
Service Commission3.3 Obligation and Liability of Company (Cont'd)

REC'D NOV 17 2000

E. Defacement of Premises

The Company will make a reasonable effort to leave the customer's property in the same condition as it was found in prior to any Company work. The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property when the damage is the result of negligence of the Company.

F. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities are due to the acts or omissions of the subscriber. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

G. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the amount of excess charges or for an estimate of the overbilling amount. The maximum refund will not exceed the actual or estimated overbilling over a six month period.

In case of underbilling, the company reserves the right to backbill for the deficiency charges up to a period of six months.

H. Liability of Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of forty-eight hours after notification has been made.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.3 Obligation and Liability of Company (Cont'd)

REC'D NOV 17 2000

H. Liability of Company (Cont'd)

2. The customer indemnities and saves the Company harmless against the following:
 - (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
 - (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
 - (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
 - (e) Liability for failure to provide service.
 - (f) Liability for telephone directories except as outlined in Section 3.3.C.

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GENERAL RULES AND REGULATIONS3. General Rules and Regulations (Cont'd)Missouri Public
Service Commission3.4 Use of Service and Facilities

REC'D NOV 17 2000

A. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
2. As mandated in F.C.C. Docket 79-105 and the Missouri Public Service Commission Case No. TO-85-267, the Company will not install or maintain Inside Wire on a regulated basis after January 1, 1987, except for Company owned Public Access Coin Sets.
3. Equipment not owned by the Company may be attached to the facilities of the Company as provided in Section 3.4.B. In case unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.
4. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company (such as a device to obtain quietness or privacy), provided any such device so used does not:
 - a. Endanger the safety of Company employees or the public.
 - b. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff.
 - c. Interfere with the proper functioning of such equipment or facilities.
 - d. Impair the operation of the communication system.
 - e. Otherwise injure the public in its use of the Company's services.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.4 Use of Service and Facilities (Cont'd)

REC'D NOV 17 2000

B. Customer Provided Equipment and Inside Wire

1. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
2. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
3. The General Regulations contained in Section 3 of this Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
4. Responsibility of the Customer
 - a. A customer desiring to connect customer-provided equipment to the exchange and message toll network must make application to the Company. Such application may be made orally prior to the desired in-service date and shall include the following:
 - 1) The type and manufacture of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
 - 2) The number of CPE instruments to be connected.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.4 Use of Service and Facilities (Cont'd)

REC'D NOV 17 2000

B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

- b. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.
- c. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- d. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer provided equipment and/or inside wire in accordance with accepted communications industry standards.
- e. The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- f. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
 - (1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.4 Use of Service and facilities (Cont'd)

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B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

f. (Cont'd)

(2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

(3) Nonpublished telephone service will not be furnished for use with recorded public announcements.

(4) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

g. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

5. Responsibility of the Company

a. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures which might affect customer-provided equipment or systems.

b. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

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GENERAL RULES AND REGULATIONSMissouri Public
Service Commission**3. General Rules and Regulations (Cont'd)**

REC'D NOV 17 2000

3.4 Use of Service and Facilities (Cont'd)**C. Use of Subscriber Service**

Local exchange telephone service, as distinguished from public or semi-public telephone service, is furnished only for the use by the subscriber, his/her family, and associates. The Company may refuse to install or permit such service to remain on premises of public or semi-public character.

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
4. The use of profane or obscene language.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

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GENERAL RULES AND REGULATIONSMissouri Public
Service Commission**3. General Rules and Regulations (Cont'd)**

REC'D NOV 17 2000

3.5 Establishment and Furnishing of Service**A. Application for Service**

Application for service must be made on the Company's standard form, which becomes a contract when accepted in writing by the Company or upon establishment of service. The subscriber may be required to pay in advance all charges including applicable Customer Activity Charges for the first billing period. The conditions of such contracts are subject to all provisions of this and other applicable tariffs. Requests for additional service may be made verbally. A move within the exchange area is not considered to terminate the contract and orders for such may be made verbally.

B. Telephone Numbers

The Company may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change. A subscriber may request a telephone number change and if feasible the change will be made at the rate following in the Multi Element Charge Plan.

C. Alterations

The subscriber agrees to notify the Company of any alterations which will necessitate changes in the Company's wiring; and the subscriber agrees to pay the Company's current charges for such changes.

D. Payment of Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll, in accordance with provisions contained in this tariff. The subscriber is responsible for all charges for service rendered at his telephone, including collect charges.

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Service Commission3.5 Establishment and Furnishing of Service (Cont'd)

REC'D NOV 17 2000

E. Late Payment Charge

A late payment charge of \$5.00 will be charged to customer accounts with an unpaid balance twenty-one (21) or more days past due to compensate the Company for the additional administrative expense associated with these accounts.

F. Line Extensions

Lines will be extended for permanent customers in accordance with the guidelines established in Section 6.10 of this tariff.

Where required by the conditions, applicants may be required to provide to the Company suitable private right-of-way parallel to the public highway.

G. Unusual Construction or Installation Costs

When special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay such costs.

3.6 Telephone Directories

The Company will prepare and furnish to each subscriber an alphabetically arranged list of the names of all subscribers of the Local Exchange. Extra name listings of subscribers will be furnished when desired by any subscriber or listings will be handled on a nonpublished basis or nonlisted basis if requested. Such alphabetically arranged lists shall constitute the Company's telephone directory. The directory is the property of the Company, furnished for the purpose of expediting service, and may be taken up by the Company at the termination of the contract for service or when new directories are issued.

The Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories may be furnished at the discretion of the Company at a reasonable charge.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.7 Establishment and Maintenance of Credit

REC'D NOV 17 2000

A. Establishment of Credit for Residence Service

1. The Company is not obligated to furnish service to any individual or other entity that owes for service furnished by the Company previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Company.
2. The Company may require an applicant for service to post a deposit or guarantee prior to providing new service or as a condition of providing continued service. The Company may require an applicant for service to post a deposit if the applicant is unable to establish that he or she had a previous service account with a telephone utility for a period of at least twelve (12) months for which all undisputed charges were satisfactorily paid. The Company may require a deposit or guarantee as a condition of continued service if:
 - (a) Undisputed charges in two out of the last twelve (12) billing periods become delinquent; or
 - (b) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.
3. In lieu of a deposit the Company may accept a written guarantee. The guarantee shall be limited to an amount not to exceed the cash deposit provided for in these tariffs. The Company has the right to approve the guarantor based on credit history with the Company.
4. No deposit or guarantee shall be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability, or geographical location of residence of the subscriber.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

Missouri Public
Service Commission

3.7 Establishment and Maintenance of Credit (Cont'd)

REC'D NOV 17 2000

A. Establishment of Credit for Residence Service (Cont'd)

5. A deposit shall be subject to the following terms:

It shall not exceed estimated charges for two (2) months service based on the average bill during the preceding twelve (12) months or in case of a new applicant for service the average monthly bill for all subscribers within a customer class.

The interest rate on the deposit shall be adjusted annually on the first day of December. The interest rate shall equal the prime rate as published in the Wall Street Journal for the last business day of September plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

The deposit along with the accrued interest shall be promptly refunded or credited against charges stated on subsequent bills upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods. The Company may withhold the refunding of a deposit, to the extent of a disputed amount, pending the resolution of a dispute with respect to charges secured by such deposit.

The deposit shall be credited with accrued interest to the charge stated on the final bill and the balance if any shall be returned to the subscriber within twenty-one (21) days after the rendition of a final bill upon the discontinuance or termination of service.

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GENERAL RULES AND REGULATIONS3. General Rules and Regulations (Cont'd)Missouri Public
Service Commission3.7 Establishment and Maintenance of Credit (Cont'd)

REC'D NOV 17 2000

A. Establishment of Credit for Residence Service (Cont'd)

6. The Company shall permit a customer concurrent with the beginning of service, to post a deposit in two (2) equal monthly installments or as otherwise agreed upon by the subscriber and the Company.

A guarantor shall be released upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods. Payment of a charge is satisfactory if received prior to the date upon which the charges become delinquent. A guarantor may also be released from the guarantee commitment by giving the Telephone Company thirty days written notice of termination of the guarantee.

7. Deposit not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payments of bills on presentation; nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of the service for nonpayment of any sums due the Company for service rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure a payment of such bills or has furnished the Company with a guarantee in writing of such bills.

8. Records

The Company maintains a record of previous accounts by name, address and telephone number.

The Company shall maintain records which show the name of each customer who has posted a deposit, the current address of such customers, the date and amount of the deposit, the date and amount of interest paid, and the earliest possible refund date.

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GENERAL RULES AND REGULATIONSMissouri Public
Service Commission3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.7 Establishment and Maintenance of Credit (Cont'd)

A. Establishment of Credit for Residence Service (Cont'd)

8. Records (Cont'd)

Each customer posting a deposit shall receive in writing at the time of posting or within ten days from that date, a receipt which contains the following information:

- (a) Name of customer.
- (b) Address where the service for which the deposit is required will be provided.
- (c) Place where deposit was received or a designated code which identifies the location.
- (d) Date when the deposit was received.
- (e) Amount of deposit
- (t) The terms which govern retention and refund of the deposit.

The Company shall show on the customer's bill whether or not the customer has a deposit with the Company and thereby provide means whereby a person entitled to a refund of a deposit is not deprived of the refund even though he may be unable to produce the receipt for the deposit, provided he can produce identification to ensure that he is the person entitled to the refund. The Company shall maintain a record of the deposit refunded and interest paid on such deposit for a period of at least two years after the refund is made.

9. Service Reconnection Charges

Where service has been discontinued for failure to establish credit as authorized above, a service reconnection charge will apply.

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GENERAL RULES AND REGULATIONSMissouri Public
Service Commission**3. General Rules and Regulations (Cont'd)**

REC'D NOV 17 2000

3.7 Establishment and Maintenance of Credit (Cont'd)**B. Deposits and Guarantees of Payment - Business Service**

1. If it is deemed necessary by the Company to safeguard its interests, applicants for service or present customers may be required to make a deposit of an amount not to exceed the sum of two (2) months' monthly recurring charges for services subscribed to plus two (2) months' estimated long distance charges. If the customer's service is terminated for any reason the deposit will be applied to reduce the amount of any unpaid charges for exchange or long distance service.

The interest rate on a deposit held thirty (30) days or more shall be established on October 1 of each year for the period of October 1 that year to September 30 of the following year. The interest rate shall equal the prime rate as published in the Wall Street Journal for the last business day of September plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

2. An applicant for service, or present customer, may satisfy a deposit requirement by providing a Contract of Guaranty in an amount not more than the requested deposit from a present customer acceptable to the Company. The guaranty contract shall be on a form provided by the Company which shall include the Company's right to transfer charges to the limit of the guaranty, from a defaulted bill of the customer, from whom a deposit or a Contract of Guaranty was required, to the guarantor's account or accounts and the further right to suspend guarantor's service.
3. The fact that a deposit has been made, or a guaranty provided, shall in no way relieve the customer from complying with the Company's regulations as to the prompt payment of bills, nor constitute a waiver or modification of the regular practices of the Company providing for the temporary suspension of service or the termination of the service contract for non-payment of bills.
4. Service may be discontinued for failure to furnish a suitable deposit as outlined in Section 3.9(D) hereafter.

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

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GENERAL RULES AND REGULATIONS Missouri Public
Service Commission

3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits and Guarantees of Payment -- Business Service (Cont'd)

5. Any balance of the amount deposited and credited to the customer's account is returned to the customer at the termination of the contract, or it may be returned at any time previous thereto at the option of the Company when it is deemed that the customer has established satisfactory credit.

3.8 Billing and Collection Standards

A. Billing Standards:

1. Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance. The Company shall render a bill during each billing period except when there is a zero balance.
2. The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.
3. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration.

B. Collection Standards:

1. Residential subscribers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Company or by mail.

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GENERAL RULES AND REGULATIONSMissouri Public
Service Commission3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.8 Billing and Collection Standards (Cont'd)

B. Collection Standards: (Cont'd)

2. Toll charges are due monthly and payable any time during the twenty-one (21) days following the presentation of the bill. Toll charges are subject to the rules and regulations of Section 3.8.B.3 as they may apply. This utility will conform to all rules and regulations of the Public Service Commission as they may apply.
3. Total bills remaining unpaid twenty-one (21) days after rendition shall be considered delinquent.
- (d) A charge as determined by the company will be made for all checks returned to the company for insufficient funds. If two insufficient funds checks are received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.

C. Customer Bill Format

Every bill shall clearly state:

1. The number of network access lines for which charges are stated.
2. The beginning or ending dates of the billing period for which charges are stated.
3. A statement of the date the bill becomes delinquent if not paid.
2. Penalty fees and advance payments, if any.
5. The previously unpaid balance, if any.
6. The amount due for basic local exchange service.

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3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

C. Customer Bill-Format (Cont'd)

7. An itemization of the amount due for all other regulated or nonregulated services, including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service.
8. The amount due for all other regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package.
9. An itemization of the amount due for taxes, franchise fees and other fees and/or surcharges which the Company, pursuant to its tariffs, bills to customers.
10. The total amount due.
11. A toll free telephone number where inquiries and/or dispute resolutions may be made for each company with charges appearing on the customer's bill.
12. If any portion of a deposit, advance payment, and/or interest accrued on a deposit has been credited to the charges stated on a customer bill, then the bill shall state the amount of the deposit, advance payment, and/or interest accrued on a deposit that has been credited.
13. Any other credits and charges applied to the account during the current billing period.

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require a minimum contract period longer than one month at the same location in connection with special (nonstandard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

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GENERAL RULES AND REGULATIONS Missouri Public
Service Commission

3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

A. Minimum Contract Periods (Cont'd)

Service will not be installed for a period of less than one month unless the subscriber pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

B. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company, and upon payment of any applicable termination charges, in addition to any applicable charges due for service which has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services which installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period. Alternatively, the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber upon agreement by the new applicant to assume the responsibilities of the contract.

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

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GENERAL RULES AND REGULATIONS

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Service Commission

3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

C. Termination of Service by the Company

1. Service may be discontinued for any of the following reasons:
 - a. Nonpayment of an undisputed delinquent charge for basic local telecommunications service.
 - b. Failure to post a required deposit or guarantee.
 - c. Unauthorized use of the Company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
 - d. Failure to substantially comply with the terms of a settlement agreement.
 - e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
 - f. Material misrepresentation of identity in obtaining telephone utility service.
 - g. As provided by state or federal law.
2. Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications service. Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.

D. Procedures for Discontinuance of Service

1. A written notice shall be sent by first class mail ten (10) days prior to discontinuance of service

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GENERAL RULES AND REGULATIONS Missouri Public
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3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

D. Procedures for Discontinuance of Service (Cont'd)

2. 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 offices of the Company are not open to facilitate reconnection of service. Service shall not be discontinued for a nonpayment of a delinquent charge until ten (10) days after a charge has become delinquent.
3. At least twenty-four (24) hours preceding a discontinuance of service the Company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it.
4. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with reasonable evidence of such necessity.
5. Upon the customer's request, the Company shall restore service consistent with all other provisions of this tariff when the cause of discontinuance is eliminated.

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GENERAL RULES AND REGULATIONS **Missouri Public
Service Commission**3. General Rules and Regulations (Cont'd)

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3.10 Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which incorporates the following features:

- A. Storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called.
- B. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

**Missouri Public
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- (1) A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
- (2) When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.

GENERAL RULES AND REGULATIONS ~~Missouri Public Service Commission~~3. General Rules and Regulations (Cont'd)

REC'D NOV 17 2000

3.12 Disputes by Residential Customers (Cont'd)

- (3) Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
- (4) If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
- (5) If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
- (6) Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.
- (7) If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
- (8) If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
- (9) After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

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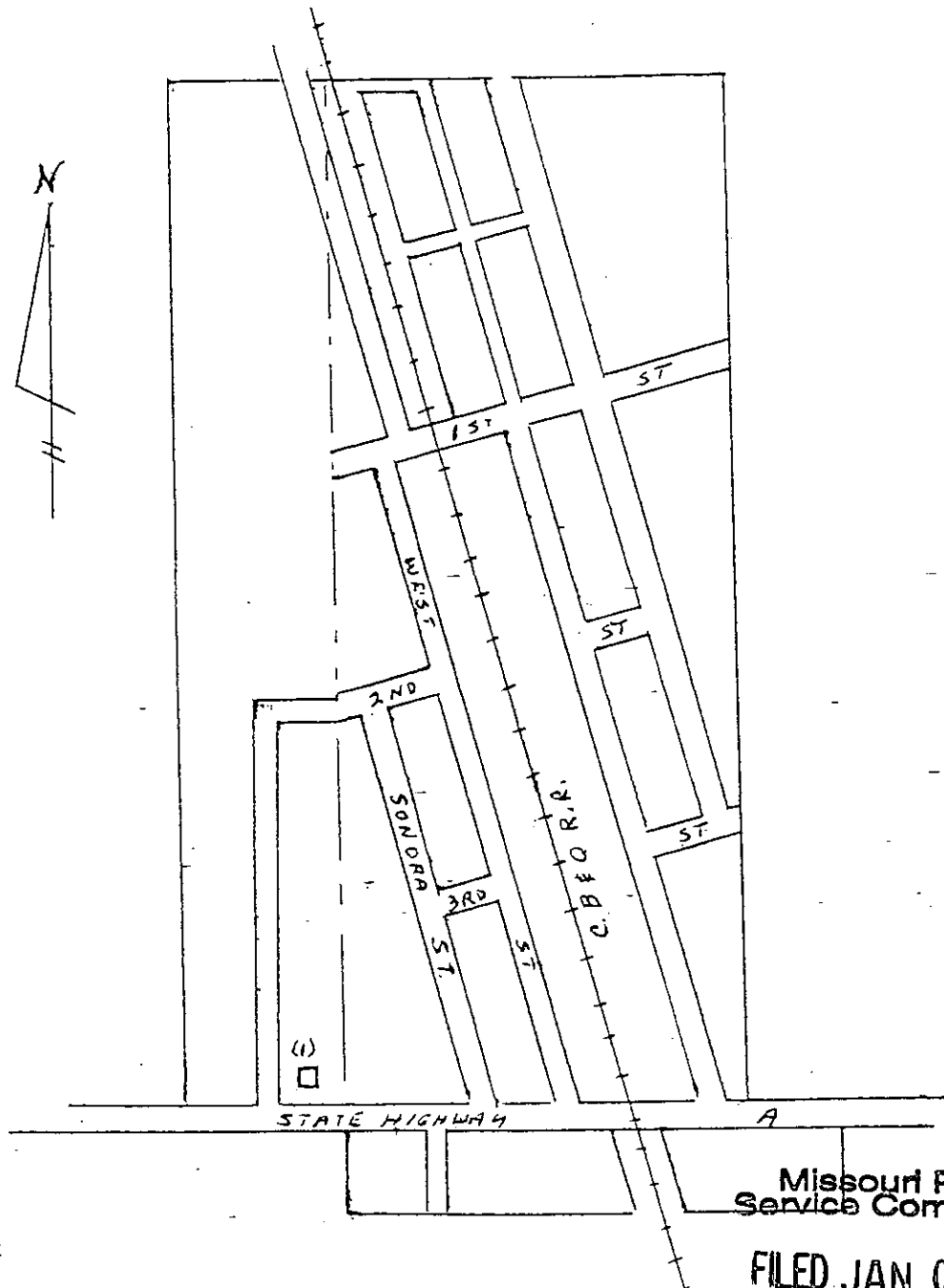
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WATSON

LOCAL EXCHANGE SERVICE TARIFF BASE RATE AREA MAP



(1) Central Office
SCALE: 1 inch = 400 feet

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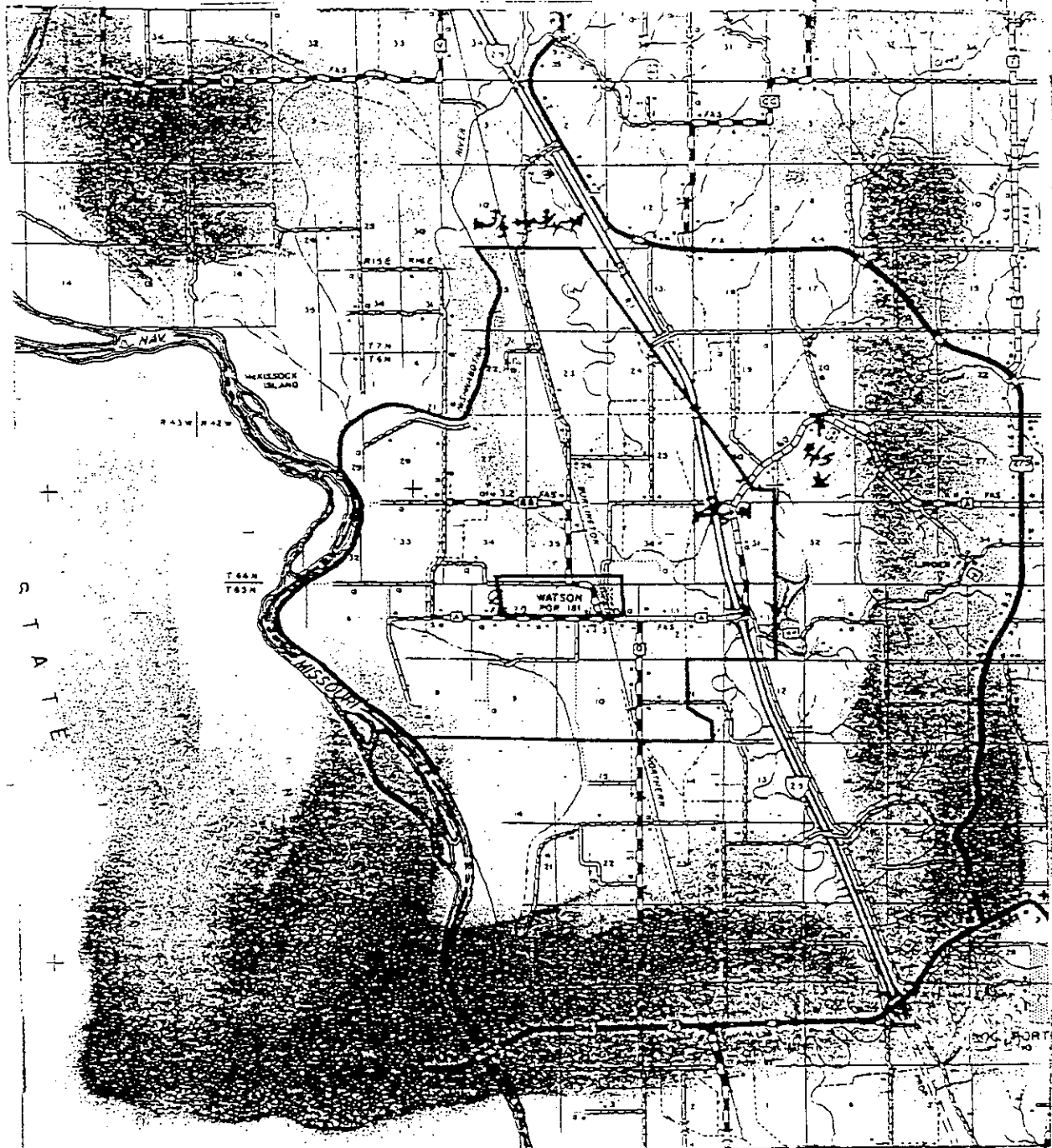
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LOCAL EXCHANGE SERVICE TARIFF
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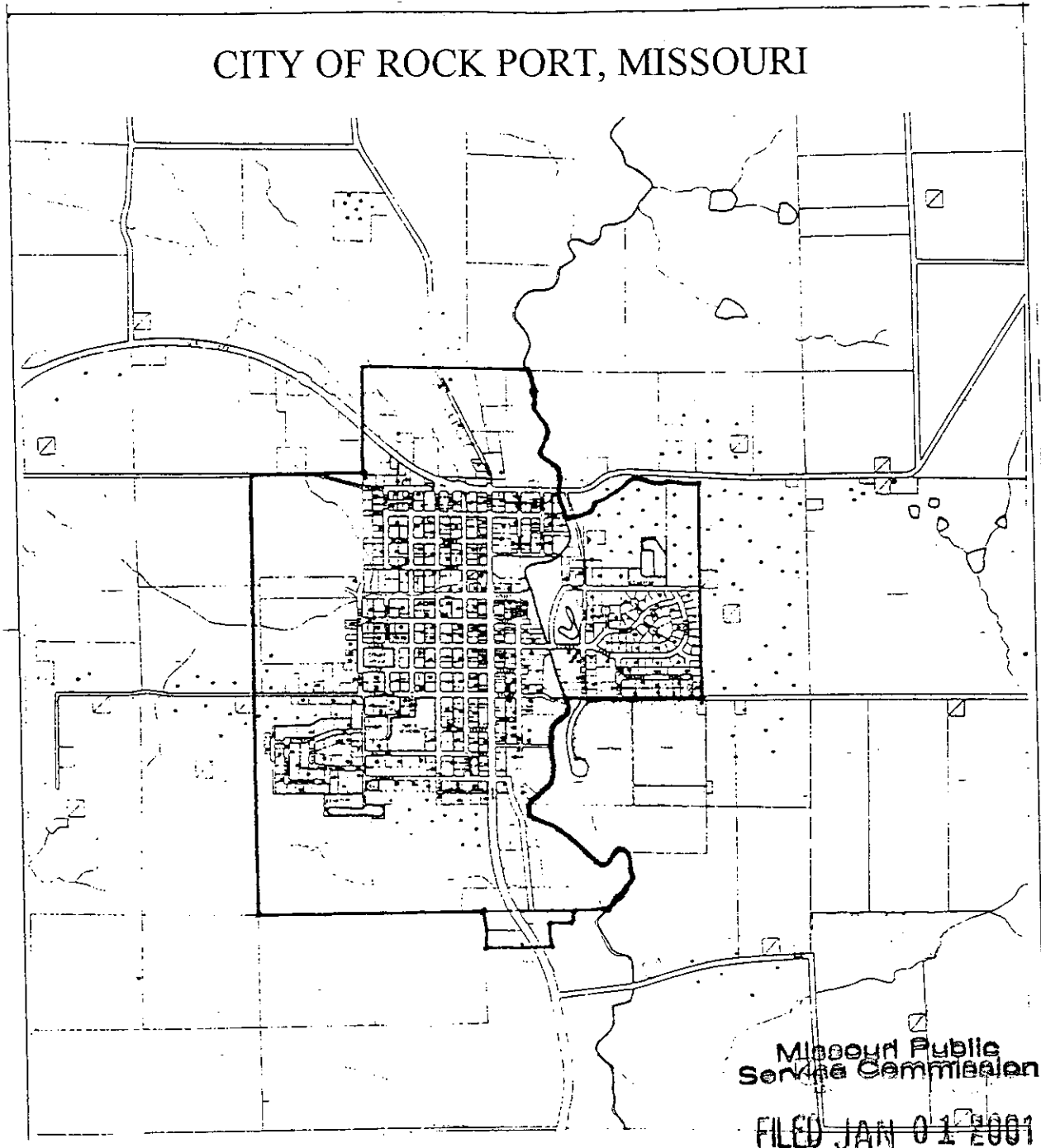
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LOCAL EXCHANGE SERVICE TARIFF BASE RATE AREA MAP



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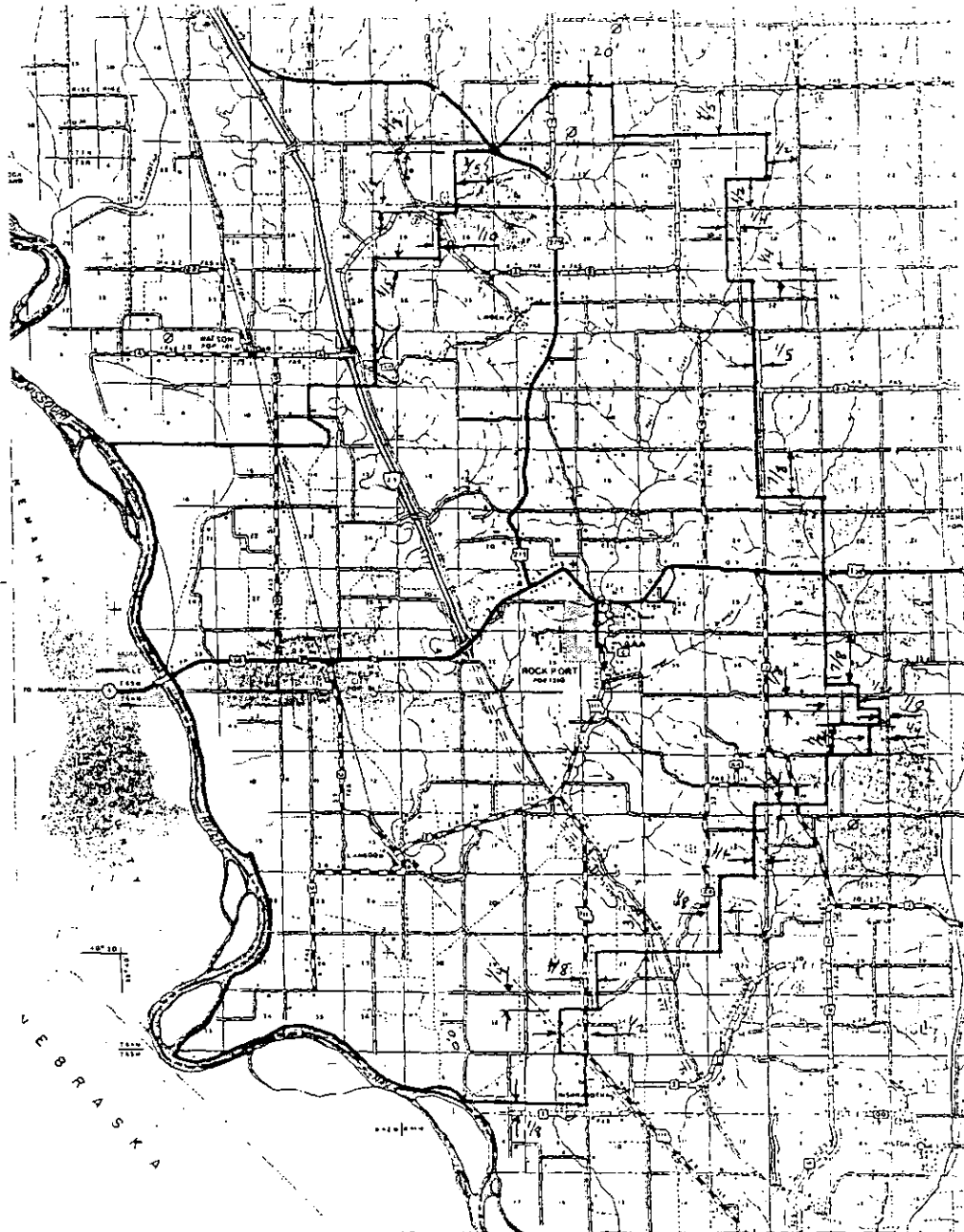
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LOCAL EXCHANGE SERVICE TARIFF
EXCHANGE AREA MAP



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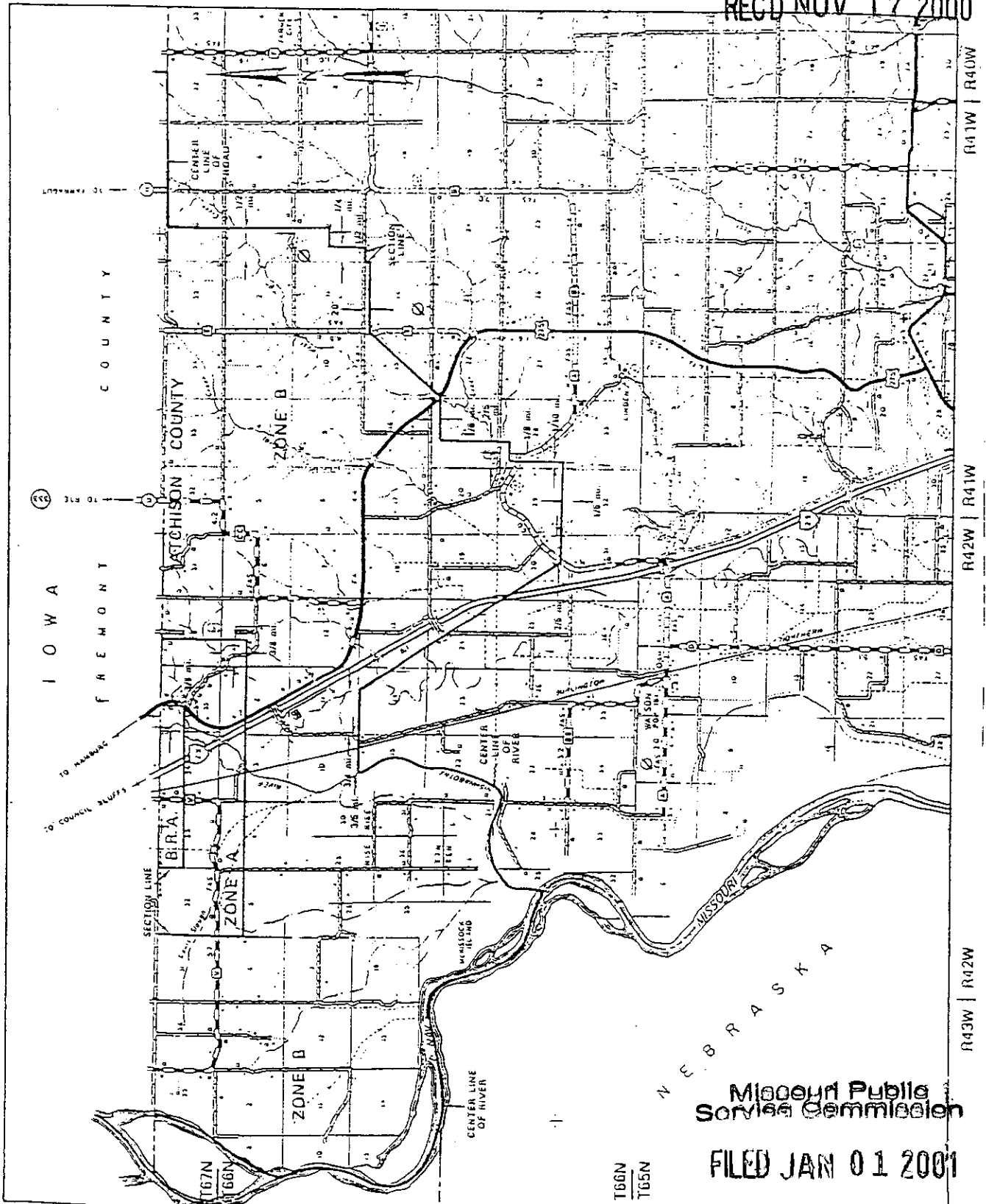
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SOUTH HAMBURG

EXCHANGE AREA MAP

Original Sheet No. 4-4E
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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service4.1 Description

Local exchange service provides for unlimited calling within boundaries of the Rock Port, South Hamburg, and Watson exchanges as they are shown on the maps in Section 4.7 and for connection to the toll network. This service is subject to all terms and conditions as outlined in this tariff. Local exchange service rates are listed in Section 4.6.

Local exchange service can be activated by equipment generating pulses (rotary) or multi-tone (touch) signals to the switching equipment.

4.2 Terms and Conditions

A. Business Rates Apply:

1. To any location where activities are of a business, trade, or professional nature.
2. To any location where the listing of service at that location indicates a business, trade, or profession.
3. Where only one network access line is provided at a location which is both a residence and a business.
4. To schools, hospitals, libraries, churches, lodges, and other similar institutions.
5. To any number where public advertising provides evidence that the number is used for business purposes.

B. Residence Rates Apply:

1. In private residence where business listings are not provided and telephone service is not used for the conduct of business.
2. In the place of residence of a clergyman, physician, or other medical practitioner provided the subscriber does not maintain an office in the residence.

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LOCAL EXCHANGE SERVICE

Missouri Public
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REC'D NOV 17 2000

4.2 Terms and Conditions (Cont'd)

C. Taxes, Fees, and Charges

When any city, county or taxing authority imposes a franchise, occupation, business sales, license, excise, privilege, or similar tax of any kind on this Company, the amounts therein so far as practical, shall be charged on a pro-rata basis to all customers so affected receiving exchange service within the boundaries of that taxing entity. This tax charge, in all cases, will be in addition to the regular charges for local service and shall be set out as a separate item on the customer's bill.

Where a tax is levied on a percentage of gross receipts, that percentage will be applied to each customer's bill so affected and the amount so computed will be added as a separate item to the customer's bill. Where a tax is levied other than on a percentage of gross receipts, a pro rata share of the total tax shall be added as a separate item to each customer's bill. All such taxes collected by the Company shall be paid to the city, county, or taxing authority in accordance with the promulgated regulations pertaining to each tax.

4.3 Vacation Rates

Vacation rate service is available upon advance notice. Local exchange service will be placed on a half rate basis for a period of not less than one calendar month, which corresponds to the billing period, and not more than six months. This service applies where a subscriber closes his residence or place of business for the above time and to schools if applied for during vacation.

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LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)4.4 Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A.	<u>Local Exchange Service</u>	Monthly <u>Rate Per Line</u>	
	Business	\$20.00	(I)
	Residence	\$18.00	(I)

4.5 Local Exchange Map

The following exchange maps are attached to this tariff:

Rock Port

South Hamburg

Watson

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)4.4 Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	Monthly Rate Per Line
Business	\$7.90
Residence	\$5.40

4.5 Local Exchange Map

The following exchange maps are attached to this tariff:

Rock Port
South Hamburg
Watson

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

REC'D NOV 17 2000

4.6 Payphone Service

A. General Regulations

1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
2. Payphone Service is a two-way or, optionally, one-way originating only business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
3. In the case of one-way service, intercept treatment will be provided.
4. A maximum of one customer-provided instrument may be connected to any one Instrument or CO implemented coin line.
5. General Rules and Regulations found in other sections of this tariff are applicable to the provision of Payphone Service.
6. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
7. A Network Interface Device will be installed at a location mutually agreed upon by the Payphone Service Provider and the Company. The Network Interface Device is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
8. One directory will be distributed to the Payphone Service Provider without charge for each payphone business exchange line.
9. Installation Charges and the appropriate Network Interface Device (NID) material charge are applicable for the installation, move or rearrangement of the NID on the customer's premises to establish or reestablish network access.

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LOCAL EXCHANGE SERVICEMissouri Public
Service Commission4. Local Exchange Service (Cont'd)

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4.6 Payphone Service (Cont'd)

A. General Regulations (Cont'd)

10. Installation Charges and the appropriate NID material charge apply when a premises visit is made for the sole purpose of installing a customer requested NID.
11. The Company shall not be liable for shortage of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rule or regulations of the Missouri Public Service Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rule or regulations shall prevail.
12. Off-Premise Extensions are not permitted.
13. Hold for Future Use.
14. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all payphone Instrument and CO Implemented coin lines.

B. Responsibility of the Customer

1. The Customer for the purposes of this tariff is defined as the Payphone Service Provider.
2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the American With Disabilities Act of 1990.

The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration Program. In addition, the customer must comply with the Missouri Public Service Commission's Rules and Regulations regarding the use of customer-provided pay telephones.

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4. Local Exchange Service (Cont'd)

4.6 Payphone Service (Cont'd)

B. Responsibility of the Customer (Cont'd)

3. The customer shall be responsible for the payment of charges of all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.
4. The customer shall be responsible for obtaining a Certificate of Service Authority (CSA) to provide Payphone Service and for providing proof of said authority prior to installation of service.
5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's exchange access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access lines.
6. Any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone are the responsibility of the customer.
7. The customer shall not program or cause to be programmed any such telephone used in connection with this service to limit the duration of a local message.

C. Violation of Regulations

1. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in the disconnection of service until such change is completed to the satisfaction of the Company.

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)4.6 Payphone Service (Cont'd)

C. Violation of Regulations (Cont'd)

2. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to: customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company's facilities as may apply.

D. Instrument Implemented Payphone Service

Instrument Implemented Payphone Service is offered for use with a customer provided pay telephone. All attachments of a customer provided instrument to the network must be made pursuant to the rules and regulations set forth in this Tariff and as required by State and Federal commissions.

E. Central Office (CO) Implemented Coin Line

1. Central Office Implemented Coin Line provides coin signaling. It is a line side connection from the local exchange switch to the point of demarcation at the customer premise.
2. Features are additives to the operation of a flat rate access line that provide for CO Implemented coin line service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable) and answer supervision. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
3. CO Implemented Coin Line features, including coin line signaling, coin collect and return (where applicable) and answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

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LOCAL EXCHANGE SERVICE4. Local Exchange Service (Cont'd)Missouri Public
Service Commission4.6 Payphone Service (Cont'd)

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F. Features and Functions

1. Answer Supervision provides signaling on the line notifying the line that the called party has answered. This feature is an additive to the CO Implemented Coin Line.
2. Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party. This feature is an additive to the CO Implemented Coin Line.
3. Special Number Assignment is a specific number requested by the customer. This service is available where facilities are accessible and it is technically feasible to provide. This feature is an additive to the CO Implemented Coin Line or to the Instrument Implemented Payphone Service.
4. Selective Class of Call Screening will be provided where such facilities are available at the customer's option. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls, placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card.
5. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request either Selective Class of Call Screening or OLS.

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4. Local Exchange Service (Cont'd)4.6 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Touch Calling Access Line</u>	
Instrument Implemented Payphone Service, 2-Way Service – One Party	Same as Local Business Rate	(I)
Instrument Implemented Payphone Service, 1-Way Service – One Party	Same as Local Business Rate	(I)
CO Implemented Coin Line – One Party	Same as Local Business Rate	(I)

2. Features and Functions	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Local messages per call \$0.25.

4. A "local message" from Customer Provided Payphone Service served by a given Exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other Charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.

LOCAL EXCHANGE SERVICE

Missouri Public
Service Commission

REC'D NOV 17 2000

4. Local Exchange Service (Cont'd)4.6 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Touch Calling Access Line</u>
Instrument Implemented Payphone Service, 2-Way Service - One Party	\$7.90
Instrument Implemented Payphone Service, 1-Way Service - One Party	\$7.90
CO Implemented Coin Line - One Party	\$7.90

2. Features and Function

Monthly RateNRC

Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Local messages per call \$0.25.

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.

Missouri Public
Service Commission

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Rock Port Telephone Company

Effective: January 1, 2001

Raymond Henagan

P.O. Box 147

Rock Port, MO 64482

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June 1, 2016
Missouri Public
Service Commission
JI-2016-0310

LOCAL EXCHANGE SERVICE4. Local Exchange Service (Cont'd)4.7 Lifeline Service

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows: <http://www.rptel.net/phone/local-plans/>

4.8 Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows: <http://www.rptel.net/phone/local-plans/>

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(T)

LOCAL EXCHANGE SERVICE4. Local Exchange Service (Cont'd)4.7 Lifeline Service

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single-party residence service.
2. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

(T)
—
(T)
(D)

*Indicates new rate or text
+Indicates change

(D)
(D)

Issued: March 16, 2012

Rock Port Telephone Company Effective: April 15, 2012

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Service Commission
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P.O. Box 147
Rock Port, MO 64482

Filed
Missouri Public
Service Commission
JI-2012-0465

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.7 Lifeline Service

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a reduction of their basic local rate for residential one party service. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: *

The Federal baseline lifeline reduction shall be used to waive the consumers Federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of Lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

*Baseline amount of Federal Credit is equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff.

Rates and charges shown on this tariff are for informational purposes only and are not subject to the jurisdiction of the Missouri Public Service Commission.

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Effective: April 14, 2005

(D)

(N)
(N)

LOCAL EXCHANGE SERVICE

Missouri Public

Local Exchange Service (Cont'd)

REC'D JUN 10 2002

4.7 Lifeline Service

Service Commission

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate for one party service of \$1.75. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate:	\$1.75
Federal baseline Lifeline reduction:	*

The Federal baseline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

*Baseline amount of Federal Credit is equal to 100% of the Federal End Subscriber Line Charge as specified in the Company's Interstate Access Tariff.

•Rates and charges shown on this tariff are for informational purposes only and are not subject to the jurisdiction of the Missouri Public Service Commission.

Issued: June 10, 2002

Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Missouri Public

Effective: ~~June 10, 2002~~

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KT-2002-1126 JUL 01 2002
Service Commission

LOCAL EXCHANGE SERVICE

Missouri Public

Local Exchange Service (Cont'd)

RECD DEC 03 2001

4.7 Lifeline Service

Service Commission

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$6.75. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: \$5.00

The Federal baseline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

•Rate and charges shown on this tariff are for informational purposes only and are not subject to the jurisdiction of the Missouri Public Service Commission.

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Missouri Public Service Commission
02-248
FILED JAN 01 2002

CANCELLED

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2nd RS 4-11
Missouri Public Service Commission

LOCAL EXCHANGE SERVICE

CANCELLED

Missouri Public
Service Commission

4. Local Exchange Service (Cont'd)

4.7 Lifeline Service

JAN 01 2002

REC'D DEC 11 2000

A. General Regulations

By *JSRS 4-11*
Public Service Commission
MISSOURI

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$5.25. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate: \$1.75

Federal baseline Lifeline reduction: \$3.50

The Federal baseline lifeline reduction shall be used to waive the consumers Federal End-User Common Line charge.
3. Lifeline will be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

- Rates and charges shown on this tariff are for informational purposes only and are not subject to the jurisdiction of the Missouri Public Service Commission.

Missouri Public
Service Commission
01-362
FILED JAN 01 2001

Rock Port Telephone Company

P.S.C. Mo. No. 2
4th Revised Sheet No. 4-12
Cancels 3rd Revised Sheet No. 4-12

LOCAL EXCHANGE SERVICE

HOLD FOR FUTURE USE

(N)

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Effective: December 2, 2016

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January 1, 2019
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JI-2019-0102

FILED
Missouri Public
Service Commission
JI-2017-0091

LOCAL EXCHANGE SERVICE**4. Local Exchange Service (Cont'd)****4.7 Lifeline Service (Cont'd)****B. Eligibility Requirements**

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service.

a. To qualify for Lifeline the consumer must participate in one of the following programs:

- | | | |
|----|--|-----------------|
| 1) | Mo HealthNet (f/k/a Medicaid) | (T) |
| 2) | Food stamps | |
| 3) | Supplemental Security Income (SSI) | |
| 4) | Federal Public Housing Assistance or Section 8 | |
| 5) | Low Income Home Energy Assistance Program | |
| 6) | National School Free Lunch Program | (T) |
| 7) | Temporary Assistance for Needy Families, or | (T) |
| 8) | The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012). | (N)

(N) |

2. The customer must sign, under penalty of perjury a document certifying:

- a. He/she is receiving benefits from one of the programs in 1.a. above.
- b. Name of the program(s) from which they are receiving benefits.
- c. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

3. The premises at which the residence service is requested must be the applicant's principal place of residence.

4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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Rock Port Telephone Company Effective: April 15, 2012

Raymond Henagan

P.O. Box 147

Rock Port, MO 64482

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JI-2017-0091

Filed
Missouri Public
Service Commission
JI-2012-0465

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.7 Lifeline Service (Cont'd)

B. Eligibility requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

a. To qualify for Lifeline the consumer must participate in one of the following programs:

- 1) Medicaid
- 2) Food stamps
- 3) Supplemental Security Income (SSI)
- 4) Federal public housing assistance
- 5) Low Income Home Energy Assistance Program

6) Temporary Assistance to Needy Families (TANF)

7) National free lunch program

(D)

(C)

(C)

2. The customer must sign, under penalty of perjury, a document certifying:

a. He/she is receiving benefits from one of the programs in 1.a. above.

b. Name of the program(s) from which they are receiving benefits.

c. That he/she will notify the company if he/she no longer participates in the program(s) named in 1.a. preceding.

3. The premises at which the residence service is requested must be the applicant's principal place of residence.

4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.7 Lifeline Service (Cont'd)

B. Eligibility requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

- a. To qualify for Lifeline the consumer must participate in one of the following programs:

- 1) Medicaid
- 2) Food stamps
- 3) Supplemental Security Income (SSI)
- 4) Federal public housing assistance
- 5) Low Income Home Energy Assistance Program
- 6) Persons with Income below 135% of Federal Poverty Level
- 7) Temporary Assistance to Needy Families (TANF)
- 8) National free lunch program

(N)
|
(N)

2. The customer must sign, under penalty of perjury, a document certifying:
- a. He/she is receiving benefits from one of the programs in 1.a. above.
 - b. Name of the program(s) from which they are receiving benefits.
 - c. That he/she will notify the company if he/she no longer participates in the program(s) named in 1.a. preceding.
3. The premises at which the residence service is requested must be the applicant's principal place of residence.
4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

LOCAL EXCHANGE SERVICE

Missouri Public
Service Commission

4. Local Exchange Service (Cont'd)

REC'D DEC 11 2000

4.7 Lifeline Service (Cont'd)

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

a. To qualify for Lifeline the consumer must participate in one of the following programs:

- 1) Medicaid
- 2) Food stamps
- 3) Supplemental Security Income (SSI)
- 4) Federal public housing assistance
- 5) Low Income Home Energy Assistance Program

2. The customer must sign, under penalty of perjury a document certifying:

- a. He/she is receiving benefits from one of the programs in 1.a. above.
- b. Name of the program(s) from which they are receiving benefits.
- c. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

3. The premises at which the residence service is requested must be the applicant's principal place of residence.

4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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01-362
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LOCAL EXCHANGE SERVICE

HOLD FOR FUTURE USE

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P.O. Box 147

Rock Port, MO 64482

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Service Commission
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Service Commission
JI-2012-0465

Local Exchange Service

4. Lifeline Services**4.8 Missouri Universal Service Fund Low-Income Assistance**

- A. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- B. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
- 1) Medicaid
 - 2) Food Stamps
 - 3) Supplementary Security Income (SSI)
 - 4) Federal Public Housing Assistance or section 8
 - 5) Low Income Home Energy Assistance Program (LIHEAP)
- C. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
 - 3) Access to basic local operator services
 - 4) Access to basic local directory assistance
 - 5) Standard intercept service
 - 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - 7) One (1) standard white pages directory listing
 - 8) Toll blocking or toll control for qualifying low-income customers

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Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

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LOCAL EXCHANGE SERVICE

Missouri Public
Service Commission

REC'D MAY 10 2001

4. Local Exchange Service (Cont'd)

4.8 Missouri School Discount Program

1. A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
2. Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3, following.
3. An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federation of non-Public Schools Accrediting Association, Independent Schools Association of The Central States, North Central Association of Colleges and Schools, and/or the University of Missouri-Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4. The qualifying discount will be permitted only on the local exchange access line. All other features, ancillary services or options, relative to the particular service, shall continue to be filled at the appropriate tariffed rates.
5. The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution.
6. In addition to meeting the qualification specified in Paragraph 3 preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
7. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
8. The following local exchange services are eligible for a discount under this program:

-Flat Rate, business one-party service.

*Indicates new rate or text

*Indicates change

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Service Commission
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LOCAL EXCHANGE SERVICE

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Service Commission
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Local Exchange Service

- D. **Support Amount** – Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.9 Missouri Universal Service Fund Disabled Assistance

- A. **General** – A disabled customer, or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.1(C) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. **Regulations** – Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security income benefits
 - 3) Veterans Administration benefits
 - 4) State blind pension pursuant to Section 209.010 to 209.160, RSMo
 - 5) State aid to blind persons pursuant to Section 209.240 RSMo.
 - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
- C. **Support Amount** – Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

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Raymond Henagan
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Rock Port, MO 64482

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LOCAL EXCHANGE SERVICE

Missouri Public
Service Commission

REC'D MAY 10 2001

4. Local Exchange Service (Cont'd)

4.9 Discounts for Schools and Libraries Participating in the Federal Universal Service Program

1. Discounts on the intrastate services offered through this tariff will be available to eligible schools and libraries. A school or library will be eligible to participate in the discount program if it receives funds from the Federal Universal Service Fund.
2. The level of discount available will mirror the discount percentage level available to the school or library through the Federal Universal Service Fund program. The discount will be applied against the intrastate service rate otherwise applicable under this tariff. The discount only applies to the extent funds are available to the eligible school or library, through the Federal Universal Service Fund.

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Service Commission

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Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

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Rock Port Telephone Company

P.S.C. Mo. No. 2
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Cancels 2nd Revised Sheet No. 4-15

LOCAL EXCHANGE SERVICE

HOLD FOR FUTURE USE

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Rock Port Telephone Company
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Rock Port, MO 64482

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JI-2019-0102

FILED
Missouri Public
Service Commission
JI-2017-0091

LOCAL EXCHANGE SERVICE

4. Lifeline Services

4.8 Missouri Universal Service Fund Low-Income Assistance

- A. General-A low-income customer is any customer who requests or received residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- B. Regulations-Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
- | | | |
|----|--|-----------------|
| 1) | Mo HealthNet (f/k/a Medicaid) | (T) |
| 2) | Food Stamps | |
| 3) | Supplemental Security Income (SSI) | |
| 4) | Federal Public Housing Assistance or Section 8 | |
| 5) | Low Income Home Energy Assistance Program | |
| 6) | National School Free Lunch Program | (T) |
| 7) | Temporary Assistance for Needy Families, or | (T) |
| 8) | The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012). | (N)

(N) |
- C. Eligible Services – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
- | | | |
|----|--|--|
| 1) | Single line residential service, including touch-tone dialing and any applicable mileage or zone charges | |
| 2) | Access to local emergency service, including, but not limited to, 911 service established by local authorities | |
| 3) | Access to basic local operator services | |
| 4) | Access to basic local directory assistance | |
| 5) | Standard intercept service | |
| 6) | Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC | |
| 7) | One (1) standard white pages directory listing | |
| 8) | Toll blocking or toll control for qualifying low-income customers | |

Issued: March 16, 2012

Rock Port Telephone Company Effective: April 15, 2012
Raymond Henagan
P.O. Box 147
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Service Commission
JI-2012-0465

Local Exchange Service

4. Lifeline Services

4.8 Missouri Universal Service Fund Low-Income Assistance

- A. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- B. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)
- 6) Temporary Assistance to Needy Families (TANF)
- 7) National Free Lunch Program

(N)
(N)

- C. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
 - 3) Access to basic local operator services
 - 4) Access to basic local directory assistance
 - 5) Standard intercept service
 - 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - 7) One (1) standard white pages directory listing
 - 8) Toll blocking or toll control for qualifying low-income customers

Issued: May 19, 2005

Effective: June 22, 2005

Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Local Exchange Service

4. Lifeline Services**4.8 Missouri Universal Service Fund Low-Income Assistance**

- A. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- B. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
- 1) Medicaid
 - 2) Food Stamps
 - 3) Supplementary Security Income (SSI)
 - 4) Federal Public Housing Assistance or section 8
 - 5) Low Income Home Energy Assistance Program (LIHEAP)
- C. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:
- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
 - 3) Access to basic local operator services
 - 4) Access to basic local directory assistance
 - 5) Standard intercept service
 - 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - 7) One (1) standard white pages directory listing
 - 8) Toll blocking or toll control for qualifying low-income customers

Rock Port Telephone Company

P.S.C. Mo. No. 2
1st Revised Sheet No. 4-16
Cancels Original Sheet No. 4-16

LOCAL EXCHANGE SERVICE

HOLD FOR FUTURE USE

(N)

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(D)

Issued: November 29, 2016

Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Effective: December 2, 2016

CANCELLED
January 1, 2019
Missouri Public
Service Commission
JI-2019-0102

FILED
Missouri Public
Service Commission
JI-2017-0091

Local Exchange Service

- D. **Support Amount** – Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.9 Missouri Universal Service Fund Disabled Assistance

- A. **General** – A disabled customer, or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.1(C) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. **Regulations** – Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security income benefits
 - 3) Veterans Administration benefits
 - 4) State blind pension pursuant to Section 209.010 to 209.160, RSMo
 - 5) State aid to blind persons pursuant to Section 209.240 RSMo.
 - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
- C. **Support Amount** – Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

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Local Exchange Service

4.10. "Missouri Universal Service Fund"

- A. Company will place on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the commission.
- B. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- C. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

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MULTI ELEMENT CHARGE PLANMissouri Public
Service Commission5. Multi Element Charge Plan

REC'D NOV 17 2000

The Multi Element Charge Plan covers any work done at the request of the subscriber.

5.1 Elements Covered

This work is broken down into elements as follows:

- (a) **Service Ordering Charge.**
Covers all work associated with creation of a Service Order, including initial interview with subscriber, work done as to application card and other permanent records, typing Service Order, distribution of Service Order copies and completion of records originating from Service Order.
- (b) **Central Office Access Charge.**
Covers all work involving the telephone line extending from the central office to the subscriber's premises.

5.2 Charges

(a) Service Order Charge	\$2.25
(b) Central Office Access Charge (per main line)	\$8.00
(c) Service Order Change Charge	\$10.00
(d) Restoral of Service Charge	\$15.00

Where business or residence service has been discontinued for non-payment of any charges due or for failure of the customer to establish credit in accordance with regulations, the restoral of service charge applies for reconnecting all services and facilities being provided to a customer at one location.

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MULTI ELEMENT CHARGE PLAN

Missouri Public
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5. Multi-Element Charge Plan (Cont'd)

REC'D NOV 17 2000

5.2 Charges (Cont'd)

(e) Maintenance of Service Charge. \$20.00

The Maintenance of Service Charge will be billed to a customer for each visit to the premises or service location in connection with a service problem when it is determined the service problem was due to customer-provided terminal equipment.

The charges specified herein do not contemplate work being performed by the Telephone Company employees at a time when overtime wages apply, due to the request of the customer, nor does it contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, and additional charge, based on the additional costs involved, applies.

5.3 Exemptions

Multi Element Rate Plan Charges do not apply to:

- (a) Public Pay Stations established for the use of the general public.
- (b) Service changed from a residence to a business classification, or vice versa.
- (c) Service re-established after the destruction or partial destruction of the subscriber's premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, applicable Multi Element Plan Charges are applied in connection with the re-established service at the old location.

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(N)

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MULTI ELEMENT CHARGE PLAN

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5. Multi Element Charge Plan (Cont'd)

REC'D NOV 17 2000

5.4 Link Up Missouri -- Service Connections

A. Applicability of Link Up Missouri Service Connection Program

1. The Link Up Missouri Service Connection Program is a Federal LifeLine assistance program applicable to eligible residential subscribers, as defined below, and designed to promote subscribership to the telephone network among low income residential households.
 - a. Service Connection Charges, as set forth in this tariff,* for initial installation of the main residential service access line, will be discounted at a rate of 50 percent, not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
 - b. An interest free, 2 month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

- * Service Connection Charges are not subject to the jurisdiction of the Missouri Public Service Commission. The discount established herein does not apply to other charges that may be required at the initiation of service such as security deposit, contributions in aid of construction, customer advances, etc.

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MULTI ELEMENT CHARGE PLAN

5. Multi Element Charge Plan (Cont'd)

5.4 Link Up Missouri - Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

2. Eligibility Requirements

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

- a. Subscribers must have lived at an address where there has been no telephone service for at least three months prior to the date that assistance is requested.
- b. Eligible subscribers must not have received this assistance within the last two years.
- c. Subscribers must not be dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- d. Subscriber must participate in one of the following programs:
 - 1) Medicaid
 - 2) Food stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal public housing assistance
 - 5) Low Income Home Energy Assistance Program
 - 6) Temporary Assistance to Needy Families (TANF)
 - 7) National free lunch program

(D)
(C)
(C)

MULTI ELEMENT CHARGE PLAN

5. Multi Element Charge Plan (Cont'd)

5.4 Link Up Missouri - Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

2. Eligibility Requirements

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

- a. Subscribers must have lived at an address where there has been no telephone service for at least three months prior to the date that assistance is requested.
- b. Eligible subscribers must not have received this assistance within the last two years.
- c. Subscribers must not be dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- d. Subscriber must participate in one of the following programs: (C)
 - 1) Medicaid
 - 2) Food stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal public housing assistance
 - 5) Low Income Home Energy Assistance Program
 - 6) Persons with Income below 135% of Federal Poverty Level (N)
 - 7) Temporary Assistance to Needy Families (TANF) (N)
 - 8) National free lunch program

(D)
(D)

MULTI ELEMENT CHARGE PLAN Missouri Public
Service Commission

5. Multi Element Charge Plan (Cont'd)

REC'D NOV 17 2000

5.4 Link Up Missouri -- Service Connections (Cont'd)

A. Applicability of Link Up Missouri Service Connection Program (Cont'd)

2. Eligibility Requirements

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

- a. Subscribers must have lived at an address where there has been no telephone service for at least three months prior to the date that assistance is requested.
- b. Eligible subscribers must not have received this assistance within the last two years.
- c. Subscribers must not be dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- d. Subscriber is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

Of the eligibility requirements listed above, items a., b., and c., will be certified by the subscriber, and item d. will be State certified by the Department of Social Services.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
Service Commission

REC'D NOV 17 2000

6. Optional Services and Features6.1 CLASS ServiceA. General Description

These features are also commonly known as Custom Local Area Signaling Services (CLASS) and will only be offered on one-party service. These features may be offered in conjunction with Centrex services and consist of one or more of the following features:

1. Auto Call Return

Auto Call Return permits the subscriber to place a call to the telephone number associated with the most recent incoming call whether or not the call was answered or the telephone number is known by the subscriber. If the called line is available, the call is immediately completed. If the called line is not available, a queuing process, which may last up to thirty minutes, takes place. When both lines are available, the calling subscriber is notified via a distinctive ring that the network is ready to place the call. When the subscriber picks up the telephone, the call is automatically placed.

2. Caller ID

Caller ID allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number of an incoming call before answering. During the time that the incoming call is placed, the calling number is forwarded from the central office to a compatible customer provided Customer Premise Equipment (CPE) Display Unit associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

The calling telephone number is not available from calls made from most cellular phones or units and currently from interexchange carrier and other local exchange carrier calls. The calling number is also not available when incoming calls have been handled by an operator or charged to credit cards. Number delivery for calls originated from a PBX will display the main PBX number only. If the caller's number is a multi-party line or is blocked, the number will not be displayed.

Subscription to Caller ID on Centrex access lines is only available on the customer group level and not on a per line basis. Rates and charges, however, will apply on a per line basis. Telephone numbers transmitted via Caller ID may not be sold or given to another party without the caller's consent. Caller ID information may only be used for: a) routing or completion of calls, b) billing of calls, c) account management purposes, d) services directly related to the call or transaction, e) verification of calling party identity and f) marketing products or services that are directly related to those previously acquired by the customer from the number delivery services subscriber. Caller ID customers failing to comply with any of these conditions will have their service terminated.

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OPTIONAL SERVICES AND FEATURESMissouri Public
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REC'D NOV 17 2000

6. Optional Services and Features (Cont'd)6.1 CLASS Service (Cont'd)A. General Description (Cont'd)

3. Caller ID Blocking

Caller ID blocking allows the subscriber to prevent the delivery of the subscriber's directory number on a per call basis (per call block) or per line basis (per line block).

Per call block will block the delivery of the subscriber's number for one call only and may be activated by dialing an activation code. The activation code will initiate per call blocking, which is available at no charge.

If the calling party activates blocking, the directory number will not be transmitted across the line. Instead, Caller ID 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 the telephone number.

Per line block will automatically block delivery of the subscriber's telephone number on all calls. Line blocking for the delivery of the calling number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The calling number will not be transmitted from a line equipped with this capability.

The blocking of the directory number will not be provided on calls originating from Payphone Service.

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OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)Missouri Public
Service Commission6.1 CLASS Service (Cont'd)

REC'D NOV 17 2000

A. General Description (Cont'd)

4. Call Tracer

Call Tracer enables the customer to initiate an automatic trace of the last incoming call received, regardless of the time lapse since that call, providing there have been no intervening outgoing calls. To initiate the trace, the customer must dial an activation code, then dial a "1". Upon activation by the customer, the network automatically sends a message to the Telephone Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local telephone company business office for further action. The customer is not provided the traced number.

If the customer makes or receives another call before activating the trace, or if the Call Waiting feature (described in other sections of this tariff) is activated prior to activating the trace, Call Tracer feature will not record the correct number.

Call Tracer will trace only those calls which are originated from a location served by the compatible offices or local calls. A separate charge applies to each successful activation of this feature.

5. Repeat Dialing Plus

Repeat Dialing Plus allows the subscriber to automatically redial the last number dialed from the subscriber's telephone regardless of the completion status of the last number dialed.

If the called line is available, the call will be placed immediately. If the redialed line is busy, the network will queue the request for thirty minutes and process the call when both the called and calling party lines are idle. When the call can be completed, a distinctive ring will be provided to the caller's line to alert the subscriber that the requested callback is ready. When the subscriber picks up the telephone, the call is automatically placed.

This feature cannot be activated for calls originating from a line that is forwarded.

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OPTIONAL SERVICES AND FEATURES

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REC'D NOV 17 2000

6. Optional Services and Features (Cont'd)6.1 CLASS Service (Cont'd)A. General Description (Cont'd)

6. Selective Call Forward

Selective Call Forward allows the customer to transfer selected calls to another telephone number. A screening list of numbers is created by the customer and placed in the network memory via an interactive dialing sequence. This list can only be created from local serving areas telephone numbers. Only calls from those telephone numbers in the list may be forwarded to the designated telephone number.

For calls from a line within multi-line hunting the call is selectively forwarded only when the main telephone has been entered in the screening list.

7. Selective Call Rejection

Selective Call Rejection provides the customer the ability to prevent incoming calls from certain telephone numbers.

Through an interactive dialing sequence, the customer creates a screening list of telephone numbers. When a call is placed to the customer's number from a number on the screening list, the calling party receives an announcement indicating that the call cannot be completed to the called party at this time.

For calls from a line within multi-line hunting the call is blocked only when the main telephone number has been entered in the screening list.

8. Selective Call Ring

Selective Call Ring provides a distinctive ringing pattern to the subscribing customer for specific telephone numbers. The customer creates a screening list of telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the called customer subscribes to Call Waiting (described in other sections of this tariff) and the call arrives while the line is busy, the Call Waiting tone has the same distinctive patterns. For calls from a dial tone line with multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

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Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

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OPTIONAL SERVICES AND FEATURES

Missouri Public
Service Commission6. Optional Services and Features (Cont'd)

REC'D NOV 17 2000

6.1 CLASS Service (Cont'd)B. GENERAL REGULATIONS

1. CLASS features can be provided on a stand alone basis or may be enhanced by use with Custom Calling Service features as described in other sections of this tariff.
2. CLASS features are provided from specifically equipped Telephone Company Central Offices and enable customers to access various features by dialing a specific code on either a rotary-dial or Touch-Tone calling basis.
3. The customer of record will be responsible for all rates and charges associated with CLASS as described in Rates and Charges. The customer of record will be charged for all features activated on his/her service and charged the applicable monthly subscription rate for each line on which a CLASS feature is provided.
4. CLASS features are available to customers who have rotary or Touch-Tone service for calls within the local calling service area. Customers with rotary service can access CLASS features by dialing "11" instead of "*".
5. A CLASS customer may employ available CLASS features only under the following conditions:
 - When both the CLASS customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to a CLASS feature.
 - When both the CLASS customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number, even if the other party does not subscribe to CLASS.
6. Call Tracer will be billed the activation charges shown in the Rates and Charges section only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to legal authorities with proper authorization. The Telephone Company will not be liable for damages if, for any reason, an attempt is not successful.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
Service Commission

REC'D NOV 17 2000

6. Optional Services and Features (Cont'd)6.1 CLASS Service (Cont'd)B. GENERAL REGULATIONS (Cont'd)

7. The liability of the Telephone Company is as specified in the General Regulation section of this tariff. In addition to the provisions of the General Exchange Tariff, the calling party and customer relieves the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or has requested not to be disclosed to any person.
8. CLASS features will only be offered with one-party service, compatible PBX equipment and Centrex service. CLASS features cannot be activated for multi-party lines, certain FX lines, COCOT lines, Public and Semi-Public Coin Telephone Services.

Caller ID is the only feature currently available on PBX equipment.

Selective Call Forward, Selective Call Rejection and Selective Call Ring are not available on Centrex lines.

9. CLASS features will only be offered in exchanges which meet the necessary technical specifications. In addition, the Company reserves the right to offer CLASS only where technologically feasible.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
Service Commission

REC'D NOV 17 2000

6. Optional Services and Features (Cont'd)6.1 CLASS Service (Cont'd)C. RATES AND CHARGES

The following CLASS features* are available at the following monthly rates:

	<u>Residence</u>	<u>Monthly Rate</u> <u>Business</u>	<u>Centrex**</u>
1. Auto Call Return	\$2.25	\$3.50	\$3.00
2. Caller ID	\$4.00	\$7.00	\$6.50
3. Repeat Dialing Plus	\$2.50	\$3.50	\$3.00
4. Call Tracer	\$2.00	\$3.00	N/A
5. Call Tracer, per activation	\$5.00	\$5.00	\$5.00
6. Selective Call Ring	\$2.25	\$3.50	N/A
7. Selective Call Forward	\$2.25	\$3.50	N/A
8. Selective Call Rejection	\$2.50	\$3.75	N/A
9. Caller ID/Repeat Dialing Plus	N/A	N/A	\$6.50
10. Repeat Dialing Plus/Auto Call Return (package)	N/A	N/A	\$5.50

* The Company's S&E codes are shown for Residential/Business and Centrex lines, respectively.

** Centrex rates apply only to customers with 2-200 lines. Features for customers with more than 200 Centrex lines will be priced on an Individual Case Basis. Call Tracer, however, will be offered to all Centrex lines at the rate shown.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
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6. Optional Services and Features (Cont'd)6.1 CLASS Service (Cont'd)

C. RATES AND CHARGES (Cont'd)

		<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>	<u>Centrex**</u>
11. Package I*	\$6.00	\$8.00	N/A
12. Package II*	\$7.00	\$9.00	N/A
13. Caller ID (PBX Equip.)	N/A	N/A	\$14.25

* Package I consists of: Call Waiting, Three-Way Calling, Selective Call Ring (R) and one of the following -- Auto Call Return, Selective Call Rejection, Repeat Dialing Plus or Selective Call Forward.

** Package II consists of: Call Waiting, Three-Way Calling, Caller ID and Selective Call Rejection, plus one of the following -- Selective Call Ring, Repeat Dialing Plus or Selective Call Forward.

The following CLASS features are available at the following rates and charges:

	<u>Residence</u>	<u>Business</u>
1. Caller ID Blocking		
(A) Per call block	None	None
(B) Per line block	None	None

Service Connection Charges of \$5.00 will be required to place CLASS features on a customer's line.

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OPTIONAL SERVICES AND FEATURES
Missouri Public
Service Commission6. Optional Services and Features (Cont'd)

REC'D NOV 17 2000

6.2 Enhanced Multi-Line Service (EMLS)

A. General

1. Enhanced Multi-Line Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides intrasystem communication and Enhanced Multi-Line Service feature packages as set forth in Paragraph 6.2.C following. EMLS is provided to Business or Residence Local Exchange Service customers who have 2 to 400 access lines. Customers with more than 400 lines may subscribe to Custom Enhanced Multi-Line Service (CEMLS).
2. CEMLS as outlined in Section 6.3 can provide service to users with more than 400 lines. Additional features beyond those listed in Section 6.2.C. may also be provided under CEMLS as outlined in Section 6.3.
3. EMLS is a local telecommunications service which is limited to those areas serviced by central office equipment specifically equipped to provide such services. The Company will provide EMLS in all wire centers which are equipped to provide the service.
4. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with EMLS are provided by and remain the property of the Company.
5. The Company will furnish one alphabetical and one classified directory listing on a per Enhanced Multi-Line Service summary business account, without charge. In addition, the Company will furnish one alphabetical listing for each individual residence EMLS number, without charge. Additional listings are offered subject to the provisions set forth in Section 6.6 of this tariff.
6. The rates and charges shown for EMLS apply to establishment of EMLS only. Other services (including CLASS services) as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
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REC'D NOV 17 2000

6. Optional Services and Features (Cont'd)6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

A. General (Cont'd)

7. Each request for establishment of a EMLS system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting nonrecoverable labor and material costs.
8. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
 - a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) Dust free, (2) controlled temperatures ranging from 50 degrees to 86 degrees Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
 - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
9. Rotary dial stations are not capable of accessing all EMLS features shown in 6.2.C of this section.
10. An Enhanced Multi-Line Service line may be extended to a location outside the same continuous property of the Enhanced Multi-Line Service customer to any location within the wire center at no additional charge, if a separate telephone number is assigned to this line. If the telephone number assigned to the extended line is the same as a telephone number at the normal location, Off-Premise Extension Service, as set forth in Section 6.9 of this Tariff, will apply to the line.
11. This Tariff (including the rates and charges shown herein) for EMLS is subject to such changes or modifications as the Missouri Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction.

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OPTIONAL SERVICES AND FEATURES

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6. Optional Services and Features (Cont'd)6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

A. General (Cont'd)

12. Certain features (marked with an * in Section 6.2.D) will require the customer to provide additional hardware and/or facilities associated with the particular feature. Additional Telephone Company facilities required for these features may be purchased from applicable sections of this tariff.

B. Liability of the Company

1. The liability of the Company for interruptions in or failure of service provided under the EMLS Tariff is provided for in Section No. 3.3 of this tariff.
2. The Company makes no guarantee and assumes no liability whatsoever for the customer's provision of EMLS features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

C. Description of Service

1. EMLS is offered in two different configurations:

a. EMLS-Basic (EMLS-B)

This service is offered for customers with between two and thirty lines and provides a standard group of features available to the customers. Features available under EMLS-B are described in Section 6.2.C(2)a.

b. EMLS-Full Service (EMLS-FS)

This service is offered to customers with between two (2) and four hundred (400) lines. In addition to a standard group of features the customer has the option of choosing additional feature packages to meet the customer's communication service requirements. Features available under EMLS-FS are listed in Sections 6.2.C(2)b, c, d, and e, hereafter.

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6. Optional Services and Features (Cont'd)

6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

C. Description of Service (Cont'd)

2. Features

a. EMLS-B Standard Features

Alternate Answering
Call Forward
Call Flip-Flop
Call Hold
Call Pick-up
Call Transfer
Call Waiting
Combined Dial-Pulse - DTMF Signaling
Convenience Dialing
Direct-inward-dialing
Direct-outward-dialing
Intercom
Three-Way Calling

b. EMLS-FS Standard Features

Combined Dial Pulse-DTMF Signaling
Direct-inward-dialing
Direct-outward-dialing
Station-to-Station dialing

c. EMLS-FS Series 1 Features

All EMLS-FS Standard Features plus,
Account Code Capability
Call Flip-Flop
Call Forwarding (Busy, All, No Answer, Within Group)
Call Hold
Call Park
Call Pickup
Call Transfer (Individual, Internal Only)
Call Waiting
Cancel Call Waiting
Consultation Hold
Dial Access to Attendant

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6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

C. Description of Service (Cont'd)

2. Features (Cont'd)

c. EMLS-FS Series 1 Features (Cont'd) Dialing Access to Private Facilities

Distinctive Ringing
Do Not Disturb
Flexible Intercept
Hunting Terminal (Pilot)
Intercom
Last Number Redial
Make Busy (Terminal/Group)
Music-on-Hold
Paging Access
Single Digit Dialing
Speed Calling Individual (Short)
Station Transfer Security
Stop Hunt
Three-Way Calling
Wake-up Reminder

d. EMLS-FS Series 2 Features

All EMLS-FS Series 1 Features plus,
Automatic Call Back (Station, Trunk Camp-on)
Call Diversion To Attendant
Data Line Security
Dictation Access and Control
FX Facilities Access
Fully Restricted Service
Hunting (Regular, Circular, Preferential)
Night Service (Fixed, Flexible)
Speed Calling Group
Toll Restricted Service

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OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

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C. Description of Service (Cont'd)

2. Features (Cont'd)

e. EMLS-FS Series 3 Features

All EMLS-FS Series 2 Features plus,
Authorization Codes
Automatic Route Selection
Call Waiting (Originating)
Custom Dialed Account Recording
Directed Call Pickup
Executive Busy Override
Expensive Route Warning Tone
Hunting (Uniform Call Distribution)
Off Hook Queuing
Remote Access to Business Group Features
Speed Calling Individual (Long)
Station Message Detail Recording
Time of Day Routing

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OPTIONAL SERVICES AND FEATURES

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Descriptions

1. Account Code Capability - This feature allows business group station users to enter an account code access plus a three (3) to eight (8) digit account code number prior to dialing.
2. Alternate Answering - This feature allows incoming calls to EMLS-B service to be automatically forwarded to another line in the group if the called number is busy or does not answer.
3. Authorization Codes - This feature allows a station user to override the assigned restriction level for a single call.
4. Automatic Call Back (Station, Trunk Camp-On) - This feature allows a station user encountering a busy station to be automatically notified when the station or trunk becomes idle.
5. Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.)
6. Call Diversion to Attendant - This feature allows busy diversion and/or no answer diversion if off-hook or does not answer after predetermined ring, diverts to attendant.
7. Call Flip-Flop - This feature allows a user to have two calls in progress with the capability to alternate between them. The initiator converses with one while the other is on hold.
8. Call Forwarding (Busy, All, No Answer) - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. All calls, or only calls reaching a no answer or busy condition, may be forwarded. Fixed forwarding is established and changed by the Company, whereas variable forwarding is established and changed by the station user.
9. Call Hold - This feature allows a station user to place a call in progress on hold.

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6.2 Enhanced Multi-Line Service (Cont'd)

D. Feature Description (Cont'd)

10. Call Park - This feature allows a station user to park a call and then retrieve it again from the same or a different station.
11. Call Pickup - This feature allows a station user to answer incoming calls to another station within his defined pickup group.
12. Call Transfer (All, Incoming Only, Internal) - This feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected (Call Transfer-All). The call transfer function may be restricted to incoming calls only or to calls within a particular customer group.
13. Call Waiting - This feature provides a burst of tone to inform a busy station user that another call is waiting.
14. Call Waiting (Originating) - This feature allows a station user to initiate the call waiting feature to a busy station within his customer group.
15. Cancel Call Waiting - This feature provides the ability to disable the Call Waiting Feature for the duration of a call.
16. Combined Dial Pulse - DTMF Signaling - This feature provides for either dial pulse or tone signaling.
17. Consultation Hold - This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.
18. Convenience Dialing (EMLS-B only) - This feature, similar to Single Digit Dialing, allows EMLS-B customers to call a specific party within the group by dialing a one-digit or two-digit code.

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6. Optional Services and Features (Cont'd)Missouri Public
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D. Feature Description (Cont'd)

19. Customer Dialed Account Recording (CDAR)* - The CDAR feature allows a customer to add an account number to their own Automatic Message Accounting (AMA) record for allocation of charges on billable outward calls.
20. Data Line Security - Prevents traffic sources, such as, call waiting, attendant break-in, executive override, etc. from inadvertently distorting and/or mutilating data transmission. The Data Line Security feature is available in three different options: as a permanent feature; as a permanent feature with a per-call deactivation code option; and as a temporary feature that is activated and deactivated on per-call basis through dialing activation and deactivation codes.
21. Dial Access to Attendant - This feature allows stations connected via tie line access to dial attendant access code
22. Dialing Access to Private Facilities - When a customer has private facilities that are directly terminated to customer premise equipment the customer accesses the facility by dialing/keying a code unique to that facility.
23. Dictation Access and Control* - This feature provides for station access to customer provided dictation equipment.
24. Direct Inward Dialing (DID) - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.
25. Direct Outward Dialing (DOD) - This feature allows station users to place external calls to the exchange network without attendant assistance.
26. Directed Call Pickup - This feature allows a station user to answer any incoming call within his customer group by dialing the access code and the ringing station number.
27. Distinctive Ringing - This feature provides different ringing patterns for internal and external calls.

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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

D. Feature Description (Cont'd)

28. Do Not Disturb - Permits a customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are diverted to a recorded announcement. To restore normal service, the customer simply dials the deactivation code.
29. Executive Busy Override - This feature allows a station user to access a busy station.
30. Expensive Route Warning Tone - This feature provides a warning tone indicating a route determined to be expensive for a given location has been selected.
31. Flexible Intercept - This feature provides the automatic routing to intercept calls which cannot be completed because of imposed restrictions, misdealing, etc.
32. FX Facilities Access - This feature provides access to and from a remote exchange network via dedicated trunk facilities.
33. Fully Restricted Service - This feature prohibits access by a station to facilities other than stations within the same customer group.
34. Hunting, Circular - Circular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting proceeds to the last member in the group, wrapping around to the first member, and ending with the member before the one that was dialed/keyed.
35. Hunting, Preferential - This hunting feature operates on the basis of providing a separate preferential hunting list to one or all members of the hunt group. When a preferred member's number is dialed/keyed and found busy, its preferential hunting list is accessed to determine the hunting sequence that will occur.
36. Hunting, Regular - Regular hunting is performed in a sequential manner only when a member's number in the hunt group has been dialed/keyed. Hunting ends at the last member in the group.

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6. Optional Services and Features (Cont'd)Missouri Public
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D. Feature Description (Cont'd)

37. Hunting, Terminal (Pilot) - This feature is performed only when the pilot number has been dialed/keyed.
38. Hunting, Uniform Call Distribution (ACD) - The ACD feature allows incoming trunk calls to be directed to, and distributed among, a select group of stations.
39. Intercom - This feature allows a station to call other stations within the group by dialing a code, normally one or two digits.
40. Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.
41. Make Busy (Terminal/Group)* - This feature allows the terminal in a hunt group or an entire hunt group to appear busy to incoming calls.
42. Music-on-Hold* - This feature allows the customer to provide music to the calling party when he has been placed on hold.
43. Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible).
44. Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.
45. Paging Access* - This feature provides access to a customer provided loudspeaker system.
46. Remote Access to Business Group Features* - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.
47. Single Digit Dialing - This feature allows speed calling between selected stations in separate groups using a one-digit code.

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D. Feature Description (Cont'd)

48. Speed Calling Group - This feature allows more than one station to have access to a shared speed calling list. The shared list may be either short or long.
49. Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits.
50. Speed Calling Individual (Short) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit.
51. Station Message Detail Recording* - This feature provides the capability to accumulate call detail information from each station.
52. Station-to-Station Dialing - This feature allows station users to call each other using station extension numbers.
53. Station Transfer Security - This feature provides that a call, which has been transferred by one station to a second station which does not answer, will recall the transferring station.
54. Stop Hunt - This feature allows a station user to stop when a particular line is reached in a hunting sequence.
55. Three-Way Calling - This feature allows a station user to add a third party to the conversation. (See Consultation Hold and Call Transfer).
56. Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.
57. Toll Restricted Service - This feature allows the customer to block station calls placed to the toll network or to divert them to the attendant.
58. User Transfer - This feature, available to EMLS-B customers, is, identical to Call Transfer - All.
59. Wake-up Reminder - This feature allows station users the ability to program their telephone to ring distinctively at a specific time.

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6. Optional Services and Features (Cont'd)Missouri Public
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E. Rates

1. Rates for the provision of EMLS service will consist of two types of rate elements. One rate will be a monthly service charge for each EMLS account. (See 6.2.E.2) The second rate will apply on a per line basis for each line and will be related to the specific feature package or packages which the customer subscribes to.

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff. Specifically, this service is in addition to the local exchange service lines which the customer will purchase to provide local exchange service.

2. Monthly service charges will apply on an LECs account basis as follows:

	<u>Rate</u>
EMLS-B	\$ 10.00
EMLS-FS (2 to 200 lines)	\$ 50.00
EMLS-FS (201 to 400 lines)	\$100.00

3. In addition to the rates as set forth in Paragraph 6.2.E(2) the following rates and charges apply to the provision of EMLS. These rates are charged on a per line per month basis for the specific feature packages purchased.

	<u>Rate</u>
a. EMLS-B	
Standard Features	\$3.00
b. EMLS-FS	
Standard Features	\$0.75
Feature Series 1, per line	\$1.75
Feature Series 2, per line	\$2.45
Feature Series 3, per line	

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6. Optional Services and Features (Cont'd)Missouri Public
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6.2 Enhanced Multi-Line Service (EMLS) (Cont'd)

E. Rates (Cont'd)

3. (Cont'd)

- c. Line rates shown herein do not include the provision of customer premise equipment.
- d. Appropriate Customer Activity Charges set forth in Section 5.4.F of this Tariff apply to installation of an Enhanced Multi-Line Service system up to and including the Network Interface and to any changes or feature additions to individual EMLS lines.

F. Conditions

- 1. When EMLS is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.
 - a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, Per Technician*	\$30.00	\$15.00
(2) Overtime, Outside the Business Day, Per Technician*	\$45.00	\$22.50
(3) Premium Time, Outside the business Day, Per Technician*	\$60.00	\$30.00

- * A call out of a Company employee at a time not consecutive with the business day is subject to a minimum charge of two hours.

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6. Optional Services and Features (Cont'd)Missouri Public
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F. Conditions (Cont'd)

- b. Basic time rates apply for the time the Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Company approved holidays.

6.3 Custom Enhanced Multi-Line Service (CEMLS)

A. Scope of the Service

1. CEMLS is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Enhanced Multi-Line Service features. Most of the Enhanced Multi-Line Service features are set forth in Paragraph 6.2.D preceding. However, certain additional features may also be available at the customer's request. CEMLS may also be a custom service arrangement to add additional features and/or hardware to an EMLS system.
2. CEMLS arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities, and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgement of the Company, it is practicable and will not be detrimental to any other service furnished by the Company. CEMLS arrangements are intended for use by customers with more than 400 lines or for existing EMLS with additional feature needs that can be provided.
3. CEMLS arrangements will be provided pursuant to the terms and conditions as set forth in Section 6.2.A and 6.2.B preceding. Customer specific requirements and deviations from the Section mentioned will be set forth in the CEMLS agreement.

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6. Optional Services and Features (Cont'd)

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6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

B. Public Service Commission Notification

1. The Company will notify the Public Service Commission Staff of CEMLS arrangements in advance, as set forth in 6.3.B.2 following, and will include in such notification the following information:

Customer name and location(s)
Type of service to be provided
The incremental cost study
The contribution level used
The payment option selected
The applicable rates

The above information is considered proprietary by the Company and should not be made a part of the public record.

2. Upon receipt of the above identified information, the Staff will have three weeks (21 calendar days) to review this information. Day 1 of the 21 calendar days limitation will begin on the next working day after receipt by the Staff. In the review of this information, if the Staff determines there is a discrepancy in a specific cost study, but the rate quoted meets the minimum five percent contribution level after the discrepancy is corrected, no change in the rate will be required. If, however, after the discrepancy is corrected the rate quoted does not meet the five percent contribution level, the rate will be revised to achieve at least the minimum contribution level of five percent.

Staff will notify the Company in writing as soon as possible, but no later than 21 days, as determined above, of their position as a result of their review of the economic cost study. If Staff does not respond by the end of the 21 days, the Company may proceed with the proposed rates for that CEMLS arrangement.

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6. Optional Services and Features (Cont'd)

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6.3 Custom Enhanced Multi-Line Service (CEMLS) (Cont'd)

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C. Rates

1. Rates for CEMLS arrangements will be based on the incremental costs, contribution level, payment plan, and contract option selected. These factors will vary with each CEMLS arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.

2. Economic Cost Studies

An incremental cost study will be performed for each CEMLS arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.

3. Payment Options

The method of payment will be specified in the CEMLS agreement.

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6. Optional Services and Features (Cont'd)

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6.4 Custom Calling Service

A. Conditions

Custom Calling Services are available only to those customers who are served from a Central Office equipped to provide such services.

When a service is programmed for both Conference Calling and Call Waiting, only one of the two may be activated at any one time.

These services will not be provided for semi-public or public paystations.

The grade of transmission on three way calling and call forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Multi Element Charge Plan

The Multi Element Charge Plan as outlined in Section 5 of this tariff will apply to the establishment of Custom Calling service features.

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6. Optional Services and Features (Cont'd)6.4 Custom Calling Service (Cont'd)Missouri Public
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C. Feature Descriptions

1. Alternate Line Number (or "Teen Line") - An additional telephone number with a coded ring is added to an existing line. This feature will allow a second party at the telephone location to identify their individual ring.
2. Call Forwarding - Permits the customer to have all incoming calls automatically transfer to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to a call between the customer's telephone and the telephone number to which calls are being forwarded, such charges will be billed to the Call Forwarding Customer. Some restrictions may apply to forwarding incoming toll calls to a number in another wire center. There are two methods of providing Call Forwarding:
 - a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the company will re-establish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.
 - b. A variable operation, which provides for customer establishment and change of the forwarded number destination. The customer is also responsible for feature activation and deactivation as well as re-establishing the forwarded telephone number destination upon interruption of "variable" Call Forwarding Service.
3. Call Waiting - Provides for signaling a customer, who is talking on the line, that another call has been placed to his line. He may, by switch hook operation, hold the first call, answer the second, return to the first, or converse alternately with both.

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6. Optional Services and Features (Cont'd)6.4 Custom Calling Service (Cont'd)

C. Feature Descriptions (Cont'd)

4. Cancel Call Waiting - By dialing/keying a code, a subscriber will be able to cancel call waiting during the duration of the next out-going call only.
5. Three-Way Calling - Permits a customer to add a third party to an existing call, whether the original call was incoming or outgoing.
6. 8-Number Speed Calling - Permits local and long distance calls to eight different numbers to be placed by dialing an abbreviated code.
7. 30-Number Speed Calling - Permits local and long distance calls to thirty different numbers to be placed by dialing an abbreviated code.
19. Automatic Line Access* - Permits originating calls to be automatically routed to one designated phone number.
20. Directory Number Hunting* - Trunk Hunting
21. Deny Origination* - Denies outgoing calls and allows incoming calls.
22. Deny Termination* - Denies incoming calls and allows outgoing calls.
23. Free Number Terminating* - Coin calls terminate to station free of charge.
24. Inwats Service* - Jointly priced and tariffed on an individual case basis.
25. Manual Line* - Calls originated by station are automatically routed to operator.
26. No Receiver Off Hook* - Tone applied to line.
27. Special Billing Feature* - Toll Calls from this station can be billed to another number in same office.
28. Toll Denial* - Station cannot originate a toll call.

* Advisory only. Supplied as a courtesy to the Missouri Public Service Commission.

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6. Optional Services and Features (Cont'd)Missouri Public
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C. Feature Descriptions (Cont'd)

29. Call Forwarding Mode* - Determines which directory number will be forwarded if call forwarding is added as an option.
30. Warm Line Access* - Provides a station with 30 seconds of dial tone before automatically routing to a specified directory number.

* Advisory only. Supplied as a courtesy to the Missouri Public Service Commission.

D. Rates

	Business or Residence Monthly Rate	Install or Move or Downgrade Charge
1. Call Waiting, per line	\$2.00	\$5.00
2. Call Forwarding, per line	\$1.50	\$5.00
3. Three -Way Calling, per line	\$2.25	\$5.00
4. Speed Calling, per line		
1. 8 numbers	\$1.75	\$5.00
2. 30 numbers	\$2.25	\$5.00
5. Package 1, 2, 3, 4a	\$5.50	\$5.00
6. Package 1, 2, 3, 4b	\$6.00	\$5.00
7. Automatic Line Access*	\$1.00	\$5.00
8. Cancel Call Waiting*	\$1.00	\$5.00
9. Directory Number Hunting*	\$1.00	\$5.00
10. Deny Origination*	\$5.00	\$5.00

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6. Optional Services and Features (Cont'd)Missouri Public
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D. Rates (Cont'd)

11.	Deny Termination*	\$1.00	\$5.00
12.	Free Number Terminating*	\$1.00	\$5.00
13.	Inwats Service*	\$1.00	\$5.00
14.	Manual Line*	\$1.00	\$5.00
15.	No Receiver Off Hook*	\$1.00	\$5.00
16.	Special Billing Feature*	\$1.00	\$5.00
17.	Toll Denial*	\$10.00	\$5.00
18.	Alternate Line Number ("Teen Line")*	\$4.00	\$5.00
19.	Call Forwarding Mode*	\$1.00	\$5.00
20.	Warm Line Access*	\$1.00	\$5.00
21.	Restricted Station Option*	\$1.00	\$5.00

* Advisory only. Supplied as a courtesy to the Missouri Public Service Commission.

E. Conditions

These Services will not be provided for PABX customers or for semi-public or public paystations.

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Service Commission

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Issued: November 17, 2000

Rock Port Telephone Company
Raymond Henagan
P.O. Box 147
Rock Port, MO 64482

Effective: January 1, 2001

CANCELLED
January 1, 2019
Missouri Public
Service Commission
JI-2019-0102

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)Missouri Public
Service Commission6.5 Direct Inward Dialing (DID) Service

REC'D NOV 17 2000

A. General

1. Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of telephone numbers.
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 terminal equipment associated with customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal 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.
5. The Company shall not be responsible to the customer or to the customer's patron 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 its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

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OPTIONAL SERVICES AND FEATURES

Missouri Public
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6.5 Direct Inward Dialing (DID) Service (Cont'd)

A. General (Cont'd)

7. Directory listings will not be provided without charge for numbers issued for DID service. Customers desiring listings for these numbers in the telephone company directory may purchase listings they desire pursuant to the provisions of Section 6.7, Directory Listings.
8. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The minimum contract period for the service is three years. In case of discontinuance of service within the minimum contract period, the basic termination charge reduced by 1/36 for each month the service is retained at the same location, will be applied.

B. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
First 100 Direct Inward Dialing Numbers Assigned, minimum charge	\$30.00	\$1,080.00
Each additional 100 Direct Inward Dialing Numbers assigned over the first 100	\$30.00	\$1,080.00
Direct Inward Dialing Trunk Termination - per DID trunk, each	\$60.00	

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The charges for the service, as provided above, are in addition to Multi Element Charge Plan outlined in Section 5 and to the applicable local exchange service rates.

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OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)Missouri Public
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REC'D NOV 17 2000

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

1. Listings will be limited to such information as is necessary for proper identification.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. Only one number will be listed in the telephone company directory at no charge for each Multi-Line Hunt group. Unless otherwise directed by the customer and agreed to by the company, the pilot number in the hunt group will be the number listed.

B. Non-Published Listings

Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request and subject to the applicable rate in 6.7 F following.

C. Non-List Listings

Non-list service is the omission of a customer's listing from the telephone directory. The customer's listing may be obtained from the directory assistance operator. Non-list service is subject to the applicable rate in 6.7 F following.

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OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)Missouri Public
Service Commission6.6 Directory Listings (Cont'd)

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D. Additional Listings

An additional listing is any listing of a name or information in connection with a subscriber's telephone number beyond the primary listing. Each additional listing or each additional line of a multiple line listing, including alternate call listings and line of information as described below, is subject to the applicable rate in Section 6.7.F following.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Line of Information is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties.

E. Applicability of Customer Activity Charges

A listings change is subject to the Multi Element Charge Plan found in Section 5.

F. Rates

Non-published	\$0.50
Non-list	\$1.00
Additional Listing	\$0.50

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