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*This Global Crossing Local Services, Inc. P.S.C. - MO. - No. 3  
replaces, cancels and supersedes in its entirety  
Global Crossing Telemangement, Inc. P.S.C. - MO. - No. 1*

Global Crossing Local Services, Inc.  
Rates, Terms And Conditions  
Relating To The Provision Of  
Basic Resold Local Telecommunications And  
Resold Local Exchange Services  
In The State Of Missouri, Pursuant  
To Case No. TA-98-161

This tariff contains the descriptions, regulations, and rates applicable to the resale telecommunications services offered by Global Crossing Local Services, Inc. ("Company") within the state of Missouri. This tariff is on file with the Missouri Public Service Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business.

Global Crossing Local Services, Inc. operates as a competitive telecommunications company as defined by Case No. TA-98-161 within the state of Missouri.

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Issued: December 1, 2010

Issued by:  
Diane L. Peters, Director Regulatory Affairs  
225 Kenneth Drive  
Rochester, New York 14623

Effective: December 31, 2010

FILED  
Missouri Public Service Commission MOo1001  
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TABLE OF CONTENTS

Application Of Tariff.....	2
Waiver Of Regulations .....	3
Explanation Of Symbols .....	4
Explanation Of Terms.....	5
Section 1 - Regulations .....	9
1.1    Undertaking Of The Company.....	9
1.2    Terms And Conditions.....	10
1.3    Notification Of Service Affecting Activities.....	11
1.4    Provision Of Services .....	11
1.5    Liability Of The Company.....	13
1.6    Directory Listings .....	18
1.7    Interruptions In Service.....	19
1.8    Obligations Of The Customer .....	20
1.9    Payment Arrangements .....	23
1.10   Discontinuance Of Service .....	26
1.11   Restoration Of Service.....	28
1.12   Transfers And Assignments.....	28
1.13   Notices And Communications .....	28
1.14   Promotional Offers .....	29
1.15   Resale Of Company Services.....	29
1.16   Customer Service .....	29
Section 2 - Service Descriptions And Rates .....	30
2.1    Local Service .....	30
2.2    Features .....	39
2.3    Directory Listings .....	44
2.4    Directory Assistance.....	45
2.5    Operator Services.....	46
2.6    Presubscription.....	47
2.7    Intercept Service .....	48
2.8    Service Restoral Charge.....	48
2.9    Service Change Charge (PBX) .....	48
2.10   Direct Inward Dial (DID) Service.....	49
2.11   Miscellaneous Charges .....	50

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of basic local telecommunications service and local exchange service by Global Crossing Local Services, Inc. ("the Company") in the calling areas defined herein. Service will be provided to business customers only.

The provision of basic local telecommunications service and local exchange services is subject to existing regulations and terms and conditions specified in this tariff and may be revised, added to or supplemented by superseding issues.

## CONCURRENCE

Global Crossing concurs in the condition, limitations and restrictions applying to and governing services offered by AT&T in its tariffs on file with and approved by the Public Service Commission of the State of Missouri and in any amendments or revisions thereto as authorized by the Missouri Public Service Commission.

## WAIVER OF REGULATIONS

The application of the following statutes and regulations was waived by the Missouri Public Service Commission in Case No TA-98-161.

Statutes	Regulations
392.210.2	4 CSR 240-10.020
392.270	4 CSR 240-30.040
392.280	4 CSR 240-35
392.290	
392.300.2	
392.310	
391.320	
392.330	
392.340	

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 WAIVER OF REGULATIONS, (Cont'd.)

The application of the following statutes and regulations was waived by the Missouri Public Service Commission in Case No. CE-2010-0340 and CE-2010-0342:

## Regulations

4 CSR 240-3.550 (4), (5)(A) and (5)(C)	Held order records and quality of service reports
4 CSR 240-10.020	Income on Depreciation Fund Investments
4 CSR 240-30.040	Uniform System of Accounts
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 payment standards
4 CSR 240-33.045	Clear identification and placement of charges on bills
4 CSR 240-33.080 (1)	Toll-free number for billing disputes on bills
4 CSR 240-33.130 (1), (4) and (5)	Operator service billing requirements

## Statutes

392.210.2	Accounting (system of accounts)
392.240.1	Rates
392.270	Accounting (valuation)
392.280	Accounting (depreciation/accounts)
392.290	Issuance of stocks, bonds and other indebtedness
392.300	Transfer of property and ownership of stock
392.310	Approval of issuing stocks, bonds and other indebtedness
392.320	Certificate of Commission to be recorded stock dividends
392.330	Disposition of proceeds of sales of stocks, bonds, notes and other indebtedness
392.340	Reorganization

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below:

- C To indicate changed regulation.
- D To indicate discontinued rate or regulation.
- I To indicate increased rate.
- M To indicate a move in the location of text.
- N To indicate new rate or regulation.
- R To indicate reduced rate.
- T To indicate a change in text but no change in rate or regulation.

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EXPLANATION OF TERMS

ADVANCE PAYMENT - Part or all of a payment required before the start of service.

AGENCY - For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

AUTHORIZED USER - A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

ATTENDANT - An operator of a PBX console or telephone switchboard.

BASIC LOCAL TELECOMMUNICATION SERVICE - Telephone exchange service within a local calling area.

BUILDING - A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

CALL INITIATION - The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

CALL TERMINATION - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CENTRAL OFFICE - An operating office of the incumbent local exchange company where connections are made between telephone exchange lines.

CUSTOMER - A person, firm, partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications services. Service is provided to business users only.

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EXPLANATION OF TERMS, (Cont'd.)

EMERGENCY - A situation that appears to present immediate danger to person or property.

EMERGENCY SERVICE (ENHANCED 911) - Allows Customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

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

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

ERROR - A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

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

EXCHANGE ACCESS LINE - A central office line furnished for direct or indirect access to the exchange system.

FINAL ACCOUNT - A Customer's outstanding charges still owed to the Company.

INVESTIGATIVE OR LAW ENFORCEMENT OFFICER - An officer of the United States, a state or a political subdivision of the United States which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

LAST NUMBER REDIAL - Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

LOCAL CALL - A call which is not rated as a long distance call.

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EXPLANATION OF TERMS, (Cont'd.)

LOCAL CALLING AREA - The area, consisting of one or more central office districts, within which a Customer for exchange service may make telephone calls without a long distance charge.

LOCAL EXCHANGE CARRIER - A company that furnishes exchange telephone service.

MOVE - The disconnection of existing service at one location and reconnection of the same service at a new location in the same building or in a different building on the same premises.

PBX - A private branch exchange.

PRESUBSCRIPTION - An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wishes to access, without an access code, for completing intraLATA and interLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

PRIVATE BRANCH EXCHANGE SERVICE - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER - Company-designated service locations from which service is rendered or rated.

RECURRING CHARGES - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

SERVICE COMMENCEMENT DATE - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

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EXPLANATION OF TERMS, (Cont'd.)

**SERVICE ORDER** - The written request for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

**SERVING CENTRAL OFFICE** - The central office from which local service is furnished.

**SPEED CALLING** - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is Customer-changeable.

**TELECOMMUNICATIONS RELAY SERVICE (TRS)** - Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT or vice versa. A Customer will be able to access the state provider to complete such calls.

**TELEPHONE CALL** - A voice connection between two or more telephone stations through the public switched exchange system.

**TERMINATION OF SERVICE** - Discontinuance of both incoming and outgoing service.

**TOLL BLOCKING** - Allows end users to block direct-dialed long distance calls from their telephones.

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

**USER** - A Customer or any other person authorized by a Customer to use service provided under this Tariff.

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SECTION 1 -- REGULATIONS

1.1 Undertaking of the Company

- 1.1.1 The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.
- 1.1.2 The Company is responsible under this tariff only for the services provided herein, and it assumes no responsibility for quality of service provided by any other entity. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers.
- 1.1.3 The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- 1.1.4 The Company will comply with any applicable quality of service requirements according to Missouri laws and rules.

A. Emergency Telephone Service

- 1. The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database at the time the Telephone Company submits Customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- 2. At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 3. The Company will be obligated to provide facilities to route calls from the end users to the proper PSAP. The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4. The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190.310.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.2 Terms and Conditions

- 1.2.1 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- 1.2.2 Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified. At the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current tariffed, month to month rates, unless terminated by the Customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- 1.2.3 This tariff shall be interpreted and governed by the laws of the State of Missouri without regard for the State's choice of laws provisions.
- 1.2.4 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 1.2.5 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 1.2.6 In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide Customer records and related information without further notice.
- 1.2.7 The Customer shall not connect any equipment to the Company's underlying network, except with at least ten (10) days prior written notice to the Company.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.3 Notification of Service Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service-affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

## 1.4 Provision of Services

- 1.4.1 The Company will make every reasonable effort to make services available to a Customer on or before a particular date, generally within five working days, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. An inability to meet these guidelines is governed by Section 1.5 of this tariff.
- 1.4.2 The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may not rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- 1.4.3 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 1.4.4 The Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. The Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.4 Provision of Services, (Cont'd.)

1.4.5 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of services offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- A. the transmission of signals by Customer provided equipment or for the quality of, or defects in such transmission; or
- B. the reception of signals by Customer provided equipment; or
- C. network control signaling where such signaling is performed by Customer provided network control signaling equipment.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.5 Liability of the Company

- 1.5.1 The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to the Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 1.5.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of the Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 1.7.2, the Company's liability, if any, shall be limited as provided herein.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.5 Liability of the Company, (Cont'd.)

1.5.3 The Company shall be indemnified, defended and held harmless against any claim, loss or damage arising from the use of service offered under this tariff, involving:

- A. claims for libel, slander, invasions of privacy or infringement of copyright arising from any communication; or
- B. claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
- C. claims for loss of profit; or
- D. all other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.

1.5.4 The Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commissions, preemption of existing services to restore services in compliance with Part 64 , Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's control.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.5 Liability of the Company, (Cont'd.)

1.5.5 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to Company-provided exchange access lines. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

## 1.5.6 With Respect to Emergency Number 911 Service

- A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any equipment and facilities furnishing this service.



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SECTION 1 – REGULATIONS, (Cont'd.)

1.5 Liability of the Company, (Cont'd.)

1.5.7 With Respect to Directory Listing

- A. In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- B. An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
  - 1. Free Listings: For free or non-charged published directory listings credit shall be given at the rate of one times the monthly tariff rate for an additional or charge listing affected for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - 2. Charge Listings: For each additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - 3. Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the Customer, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/20ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.5 Liability of the Company, (Cont'd.)

1.5.7 With Respect to Directory Listing, (Cont'd.)

B. (Cont'd.)

4. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1 and 2 shall not exceed, on a monthly basis the total of the charges for each charge listing as specified in paragraph B., for the line or lines in question.
5. Definitions: As used in paragraphs 1, 2 and 3 above, the terms "error," "mistake," or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular Customer's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the Customer on a street or a community different from the one provided to the Company.
6. Notice: Such allowances or credits as specified in paragraphs 1 and 2 above, shall be given upon notice to the Company by the Customer that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the Customers.

1.5.8 With Respect to Caller ID Blocking

The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Caller ID Blocking, whether or not arising from or relating to any ordinary negligence by the Company.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.6 Directory Listings

- 1.6.1 The Company will, as a service to the Customer, arrange for listing of the Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 1.5.7 preceding. The Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 1.6.2 When a Customer with a non-published telephone number, as defined herein, places a call to Emergency 911 Service, the name and address of the calling party will be released, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.
- 1.6.3 In conjunction with a non-published telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.
- 1.6.4 The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.7 Interruptions in Service

1.7.1 An interruption is deemed to have occurred when the phone lines of the underlying carrier are inoperative. If a Customer reports a facility, service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

## A. Temporary Suspension for Repairs

1. The Company's underlying provider shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company's services are being repaired or changed, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

## B. Credit Allowance for Interruptions

1. Interruptions of more than 8 hours during a continuous 24 hour period, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the pro rata monthly charge involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less than 8 hours during a continuous 24 hour period.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly recurring charges specified thereunder for local line or local trunk service and is dependent upon the length of interruption. Only those facilities on the interrupted portion of circuit will receive a credit.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.7 Interruptions in Service , (Cont'd.)

1.7.2 Limitations on Credit Allowances

No credit allowances will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by the Customer;
- B. interruptions which are restored on or before the day after the interruption is reported or discovered by the Company.

1.8 Obligations of the Customer

1.8.1 The Customer shall be responsible for:

- A. the payment of all applicable charges pursuant to this tariff;
- B. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's services.

1.8.2 Claims

- A. With respect to any service provided by the Company, Customer shall indemnify, defend and hold the Company harmless from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:
  - 1. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
  - 2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.8 Obligations of the Customer, (Cont'd.)

## 1.8.3 Station Equipment

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 1.7.1.B is not applicable.

## 1.8.4 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. The Customer shall be liable for damages resulting from the Customer's use of non-compatible equipment.
- B. Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communication carriers which are applicable to such connections.
- C. Services furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

---

SECTION 1 – REGULATIONS, (Cont'd.)

1.8 Obligations of the Customer, (Cont'd.)

1.8.5 Inspections

- A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 1.8.3 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities. No credit will allowed for any interruptions occurring during such inspections.
- B. If the protective requirements for the Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.9 Payment Arrangements

1.9.1 The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Authorized Users. Objections must be received by the Company within a reasonable period of time after receipt of bill, or all the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company nonrecurring charge is specified, those charges may be passed on to the Customer.

## A. Taxes

1. The Customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, excluding taxes on the Company's net income imposed on or based upon the provision of local exchange service, all of which shall be separately designated on the Company's invoices. The Customer will be responsible for all state and municipal surcharges which are included in the monthly recurring rates for service. Any taxes imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those Customers located in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

## 2. Missouri Relay Surcharge

The Missouri Relay Surcharge will be itemized on the Customer's bill and payment thereof will be the Customer's responsibility. The rate will be at the current rate as approved by the Missouri Public Service Commission.



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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.9 Payment Arrangements, (Cont'd.)

## 1.9.2 Bills and Collection of Charges

- A. Bills will be rendered monthly to the Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. The Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B. All service, installation, monthly recurring charges and nonrecurring charges are due and payable upon receipt. Amounts not paid within 30 days after the date of invoice are considered past due.
- C. For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D. Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5% per month shall apply to amounts shown on a monthly bill which remain after 30 days, to cover the cost of handling the delinquent account. The late payment charge does not apply to any taxes the Company is required by law to levy on a Customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E. A \$15.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F. If the Customer chooses to place information services provider (ISP) calls or receives calls via a non-Global Crossing affiliated carrier, the Customer will be liable for all charges related to such calls; including without limitation, charges billed to the Company or Customer by ISP or other carriers, and a rebilling charge of 10% in addition to the charges for services provided by the Company or its affiliates.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.9 Payment Arrangements, (Cont'd.)

1.9.2 Bills and Collection of Charges, (Cont'd.)

G. Disputed Bills

1. The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the Customer of their obligation to pay undisputed charges. If an undisputed amount becomes delinquent, as defined in 1.9.2.D, the Company may discontinue service within five days of such delinquency. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
2. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
3. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

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SECTION 1 -- REGULATIONS, (Cont'd.)

## 1.10 Discontinuance of Service

1.10.1 The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to discontinuance of service.

1.10.2 Upon the Company's discontinuance of service to the Customer pursuant to this section, all applicable charges, as defined in 1.10.2.B, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

## A. Discontinuance of Service by the Company

1. The Company may discontinue or suspend service to the Customer upon such notice as required by applicable Commission regulations without incurring any liability for the following reasons upon:
  - a. Non-payment of any undisputed delinquent sum due to the Company by a Customer; or
  - b. A breach of any of the Customer's representations, or a violation by the Customer of any covenant, term or condition governing the furnishing of service as specified in this Tariff or in the contract for service between the Customer and the Company.
2. The Company may discontinue service to the Customer immediately and without notice for any of the following reasons without incurring liability:
  1. In the event of tampering with the Company's equipment, facilities or property in any way; or
  2. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company; to the public, or to employees of the Company; or
  3. In the event of the Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.10 Discontinuance of Service, (Cont'd.)

1.10.2 (Cont'd.)

B. Discontinuance of Service by Customer

If the Customer cancels a service order or terminates service before the completion of the term for any reason whatsoever other than a service interruption (as defined in 1.7.1), the Customer agrees to pay to Company the following sums, which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 1.9.2.B, all costs, fees, and expenses incurred in connection with:

1. all nonrecurring charges reasonably expended by the Company to establish service to the Customer, plus
2. all recurring charges specified in the applicable service order for the balance of the then current term.

C. Cancellation of Application for Service

1. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, that would have been chargeable to the Customer had service begun.
2. Applications for service may be cancelled prior to the start of service or prior to any special construction. No charges will be imposed except for those specified above.
3. The special charges described above will be calculated and applied on a case-by-case basis.

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SECTION 1 – REGULATIONS, (Cont'd.)

## 1.11 Restoration of Service

When the Customer's service has been disconnected in accordance with this tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service and when the cause for disconnection has been eliminated.

## 1.12 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to any subsidiary, parent Company affiliate of the Company; pursuant to any sale or transfer of substantially all the assets of the Company; or pursuant to any financing, merger or reorganization of the Company.

## 1.13 Notices and Communications

1.13.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

1.13.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate an address on the bill for service to which the Customer shall mail payment for that bill.

1.13.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall have been presumed to have been delivered to the party on the third business day following the deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

1.13.4 The Company or Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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SECTION 1 – REGULATIONS, (Cont'd.)

1.14 Promotional Offers

The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made. The Company will seek Commission approval of such promotions.

1.15 Resale of Company Services

Resale of Company services is not allowed.

1.16 Customer Service

Customer service personnel are available twenty-four (24) hours a day, seven days a week and may be reached toll-free.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES

2.1 Local Service

2.1.1 General

- A. Global Crossing Local Services, Inc.'s basic local telecommunications and local exchange service provides the Customer with a connection to the Company's facilities that enable the Customer to:
  - 1. receive calls from other stations on the public switched telephone network;
  - 2. place calls to other stations on the public switched telephone network;
  - 3. access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
  - 4. access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA and intraLATA calling, or Customer may access a provider on an *ad hoc* basis by dialing the provider's Carrier Identification Code (10XXX).
- B. The local calling area will be the same as that used by AT&T, a description of which can be found in the telephone directory published by the AT&T.
- C. Service will be offered in the service areas in which the Company has been certified by the Public Service Commission of Missouri, which are those exchanges served by AT&T.

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.2 Exchanges by Rate Group

Exchange boundaries are contained in AT&T's General Exchange Tariff.

## Rate Group A:

Adrian	Brookfield	Eureka
Advance	Campbell	Farley
Agency	Cardwell	Fayette
Altenburg-Frohna	Carl Junction	Fisk
Antonia	Carrollton	Frankford
Archie	Caruthersville	Fredericktown
Argyle	Center	Freeburg
Armstrong	Chaffee	Gideon
Ash Grove	Charleston	Glasgow
Beaufort	Clarksville	Grain Valley
Bell City	Clever	Gray Summit
Benton	Climax Springs	Greenwood
Billings	Deering	Hayti
Bismarck	DeKalb	Herculaneum-Pevely
Bloomfield	Delta	Higbee
Bloomsdale	Downing	Hillsboro
Bonne Terre	East Prairie	Holcomb
Boonville	Edina	Hornersville
Bowling Green	Elsberry	Jasper
	Essex	Knob Noster



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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.2 Exchanges by Rate Group, (Cont'd.)

## Rate Group A: , (Cont'd.)

Lamar	Old Appleton	Smithville
LaMonte	Oran	Stanberry
Lancaster	Patton	Trenton
Leadwood	Paynesville	Tuscumbia
Lilbourn	Pierce City	Versailles
Linn	Pocohontas-New Wells	Vienna
Lockwood	Portage Des Sioux	Walnut Grove
Louisiana	Portageville	Wardell
Macks Creek	Puxico	Ware
Malden	Qulin	Wellsville
Marble Hill	Richmond	Westphalia
Marceline	Richwoods	Wyatt
Marionville	Risco	
Marston	Rushville	
Meta	Ste. Genevieve	
Montgomery City	St. Marys	
Morehouse	San Antonio	
New Franklin	Scott City	
New Madrid	Senath	
Oak Ridge	Slater	

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.2 Exchanges by Rate Group, (Cont'd.)

## Rate Group B:

Cape Girardeau	St. Charles
Carthage	St. Clair
Chillicothe	St. Joseph
Dexter	Sedalia
Eldon	Sikeston
Excelsior Springs	Union
Farmiington	Washington
Fenton	
Festus-Crystal City	
Fulton	
Hannibal	
Joplin	
Kirksville	
Mexico	
Monett	
Moberly	
Neosho	
Nevada	
Perryville	
Poplar Bluff	

## Rate Group B1:

Camdenton	Manchester
Cedar Hill	Valley Park
Chesterfield	Webb City
DeSoto	
Gravois Mills	
Harvester	
High Ridge	
Kennett	

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.1 Local Service, (Cont'd.)

2.1.2 Exchanges by Rate Group, (Cont'd.)

Rate Group C:

Flat River  
Imperial  
Jackson  
Lake Ozark-Osage Beach  
Maxville  
Pacific  
Pond  
Springfield Metropolitan

Rate Group C, Metropolitan Calling Area:

Fair Grove  
Nixa  
Republic  
Rogersville  
Strafford  
Willard

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.1 Local Service, (Cont'd.)

2.1.2 Exchanges by Rate Group, (Cont'd.)

Rate Group D:

Kansas City Metropolitan Exchange - Principal Zone  
St. Louis Metropolitan Exchange - Principal Zone

Rate Group D, Metropolitan Calling Area 1:

Ferguson  
Gladstone  
Independence  
Ladue  
Mehlville  
Overland  
Parkville  
Raytown  
Riverview  
Sappington  
South Kansas City  
Webster Groves

Rate Group D, Metropolitan Calling Area 2:

Belton  
Blue Springs  
Bridgeton  
Creve Coeur  
East Independence  
Florissant  
Kirkwood  
Lee's Summit  
Liberty  
Nashua  
Oakville  
Spanish Lake  
Tiffany Springs

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.3 Business Line Service

The monthly recurring line rate does not include the federally-mandated End User Common Line Charge.

## A. Local Line Access Charge

Rate Group (A)	A	\$49.00
Rate Group (B)	B	\$49.00
Rate Group (C)	B1	\$54.00
Rate Group (D)	C	\$54.00
Rate Group (E)	C, Metro	\$54.00
Rate Group (F)	D	\$54.00
Rate Group (G)	D, Metro 1	\$54.00
Rate Group (H)	D, Metro 2	\$54.00

## B. Per Minute Charge

\$0.00

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.4 Private Branch Exchange (PBX) Service Monthly Recurring Charges

The Company's PBX Service uses PBX Trunks to connect to a Customer's PBX system or other similar equipment. Standard trunk configurations include Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combinations Trunks. This service provides Customers with unrestricted local calling and Carrier Access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Installation and/or conversion charges as specified in Sections 2.1.5 and 2.1.6 also apply.

Rate Group (A)	A	\$35.65
Rate Group (B)	B	\$38.40
Rate Group (C)	B1	\$40.65
Rate Group (D)	C	\$42.40
Rate Group (E)	C, Metro	\$48.40
Rate Group (F)	D	\$53.90
Rate Group (G)	D, Metro 1	\$55.90
Rate Group (H)	D, Metro 2	\$58.65

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.1 Local Service, (Cont'd.)

## 2.1.5 Initial Service Conversion Charge

The following charge applies when an existing local service line or trunk is converted to Global Crossing Local Services, Inc.'s local service. It is a one-time, nonrecurring charge:

Nonrecurring Charge	\$5.00
---------------------	--------

## 2.1.6 Line Installation Charge

- A. The following charge applies per line when a new local service line or trunk is added to a new or existing account. It is a one-time, nonrecurring charge:

First Line	\$80.00
Second Line	\$68.00

- B. Service is available on a ground start basis for those telephone systems that require it. There is additional nonrecurring charge for each line or trunk equipped of:

Nonrecurring Charge	\$5.25
---------------------	--------

## 2.1.7 Relay Service Surcharge

The rate before March 3, 2011 is \$0.13 per line or trunk. (T)

The rate on or after March 3, 20011 is \$0.11 per line or trunk (T,R)

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**SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)****2.2 Features****2.2.1 General**

The following features will be available on all lines. Not all features are compatible with certain key sets and PBX systems.

**A. Caller ID/Name and Number**

Allows for the automatic delivery of a calling party's name and number to the called Customer. The telephone number is displayed on Customer-provided equipment.

**B. Caller ID Blocking/Unblocking**

A calling party may prevent the delivery of their name and/or number to the called party by dialing an access code immediately prior to placing a call. This is referred to as per call blocking and is available at no charge.

Call blocking is available on a per line basis to the following entities and their employees/volunteers for lines over which the official business of the agency is conducted, where an executive officer of the agency registers with the Company a need for blocking: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies. The calling name and/or number will not be transmitted from a line equipped with this capability. Per line blocking is available at no charge. Per line blocking Customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code immediately prior to placing a call.

Telephone CPN information transmitted via caller ID is intended solely for the use of the Caller ID Customer. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.



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## SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

### 2.2 Features, (Cont'd.)

#### 2.2.1 General, (Cont'd.)

##### C. Call Return

Allows a Customer to automatically redial the telephone number of the last incoming call to that line. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the Customer, who then has the choice of either continuing the recall by entering a code, or terminating the recall by hanging up. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Blocking, the number cannot be redialed.

##### D. Call Forward Variable

This optional feature allows all calls directed to a telephone number to be routed to a user defined telephone number. The user is charged any applicable usage charges for the re-routed call. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

##### E. Call Forward Busy Line

This optional feature forwards calls to a busy station to a predetermined number. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number. The user is charged any applicable usage charges for the forwarded call.

##### F. Call Forward Don't Answer

This optional feature allows users to re-route a call to a predetermined station in the event that the call is not answered within a Customer-specified number of rings. Users are charged for any applicable usage charges on the forwarded call.

##### G. Call Forward Busy Line/Don't Answer

This optional feature forwards calls to a busy or not answered station. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.2 Features, (Cont'd.)

2.2.1 General, (Cont'd.)

H. Call Forward Remote Access

Allows Customers to remotely activate and deactivate the forwarding of calls.

I. Call Trace

Enables a Customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. The results of the trace will not be provided to the Customer directly, but will be provided only to law enforcement authorities upon proper request.

J. Call Waiting

Provides a tone to notify the Customer on an existing call that a second call is waiting.

K. Continuous Redial

Allows a Customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time. A distinctive ring alerts the Customer when the called number becomes available.

L. Direct Connect Line

Allows a Customer to automatically dial a pre-designated number whenever the originating telephone goes off-hook. This feature is assigned to a telephone which is used only for this purpose.

M. Speed Dial

Allows Customer to designate up to six numbers to be called by dialing a code. This service is available on a grandfathered basis only to Customers with the pre-existing feature. It is not available on a new-install basis.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.2 Features, (Cont'd.)

2.2.1 General, (Cont'd.)

N. Speed Dial, Expanded

Allows Customer to designate up to thirty numbers to be called by dialing a code. This service is available on a grandfathered basis only to Customers with the pre-existing feature. It is not available on a new-install basis.

O. Three Way Calling

Allows a user to add a third party to an existing conversation without expensive conferencing equipment. This feature also allows a user to place a call on hold in order to make a consultation call on the same line. When the consultation call is completed the user hangs-up or depresses the flash key on the telephone and is reconnected to the original conversation.

P. Toll Blocking

Allows the user to restrict long distance outgoing calls.

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.2 Features, (Cont'd.)

## 2.2.2 Rates

	Nonrecurring Charge	Monthly Recurring Charge	Per Use Charge
Call Forward Variable	\$13.95	\$7.10	
Call Forward Busy Line	\$13.95	\$3.50	
Call Forward Don't Answer	\$13.95	\$3.00	
Call Forward Busy Line/Don't Answer	\$13.95	\$2.85	
Call Forward Remote Access	\$13.95	\$3.25	
Caller ID Name/Number	\$13.95	\$10.35	
Call Return	-	-	\$1.75
Call Trace	-	-	\$10.00
Repeat Dialing	-	-	\$1.75
Call Waiting	\$13.95	\$7.65	
Direct Connect Line	\$48.00	\$9.60	
Three Way Calling	\$13.95	\$5.25	\$1.75
Toll Blocking	\$2.60	\$19.00	
Change Call Blocking	\$18.00	-	
Hunting (per PBX trunk)	\$5.25	-	
Hunting (per Business Line):	\$0.00	\$2.80	
Rate Group A	\$0.00	\$4.85	
Rate Groups B, C, D	\$0.00	\$6.60	
Rate Group E	\$0.00	\$8.00	
Rate Groups F, G	\$0.00	\$9.50	
Rate Group H	\$0.00	\$10.50	
Vanity Number	\$0.00	\$0.00	
Change Class Blocking	\$0.00	\$0.00	
Speed Dialing	\$0.00	\$4.20	
Expanded Speed Dial	\$0.00	\$3.70	

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## SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.3 Directory Listings

## 2.3.1 Description

Directory listings will be provided in accordance with Section 1.6 of this tariff. The following types of listings are available:

- A. Primary Listing. A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- B. Additional Listings. Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- C. Non-Published Listings. Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Sections 1.2 and 1.6;
- D. Non-Listed Numbers. Non-listed numbers are those which provide for the omission or deletion of the Customer's listing from the telephone directory. Such listings are available from directory assistance;
- E. Foreign Listings. A foreign listing is one which is published in a directory not in the Customer's immediate calling area.
- F. Extra Line Listings. Provides additional information after a main or additional listings.
- G. Cross Reference Listing. This provides a reference to another listing in the same directory.

## 2.3.2 Rates

	Nonrecurring Charge	Monthly Recurring Charge
Primary Listing	\$0.00	\$0.00
Additional Listing	\$9.25	\$2.35
Non-Published Listing	\$8.00	\$3.00
Non-Listed Number	\$8.00	\$3.00
Foreign Listing	\$9.25	\$2.35
Extra Line Listing	\$9.25	\$2.35
Cross Reference Listing	\$9.25	\$2.35

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.4 Directory Assistance

2.4.1 Description

- A. The Customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. A maximum of two number requests per call will be allowed.
- B. The Customer will have the option of utilizing Directory Assistance Call Completion for the option of placing a call to the number requested.

2.4.2 Rates

- A. For all calls to directory assistance:  
  
\$1.25 per call
- B. For all requests for Directory Assistance Call Completion, the following additional charge will apply:  
  
\$0.75 per call

2.4.3 Directory Assistance Credits

- A. Credit will be given for calls to Directory Assistance as follows:
  - 1. The Customer experiences poor transmission or is cut-off during the call; or
  - 2. The Customer is given the incorrect telephone number.
- B. To obtain credit, the Customer must contact its Customer Service representative.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.5 Operator Services

## 2.5.1 General

- A. The Customer has the option of contacting the incumbent local exchange company operator for general information, such as dialing instructions, country or city codes, area code information and Customer Service 800 numbers. The Customer may obtain the assistance of an incumbent local exchange operator to complete local exchange telephone calls in the following manner:
1. Third Party Billing: Provides the Customer with the ability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
  2. Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
  3. Calling Cards: Provides the Customer with the capability of placing a call using a credit card of an interexchange carrier with or without the assistance of an operator.
  4. Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
  5. Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
  6. Busy Line Verification: Provides the Customer with the verification that a line is busy and not otherwise disrupted.
  7. Busy Line Interrupt: Provides the Customer with the option of interrupting a line that has been verified to be busy.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.5 Operator Services, (Cont'd.)

## 2.5.2 Rates

	Surcharge	Per Minute Charge
Third Party Billing	\$1.00	\$0.20
Collect	\$1.00	\$0.20
Person to Person	\$2.25	\$0.20
Station to Station	\$1.00	\$0.20
Busy Line Verification	\$2.00	-
Busy Line Verification w/Interrupt	\$4.00	-
Busy Line Verification billed to 3 <sup>rd</sup> party	\$1.20	-

## 2.6 Presubscription

## 2.6.1 Description

A Customer may presubscribe to the intraLATA and/or interLATA carrier of their choice for long distance calling.

## 2.6.2 Rates

## A. Intra and/or interLATA carrier change

\$10.00 per line, per occurrence

## B. A single occurrence can include a change of both the intraLATA and interLATA carriers.



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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

2.7 Intercept Service

2.7.1 General

Intercept service will be placed on a line at Customer's request redirecting calls to an alternate phone number.

2.7.2 Rates

Intercept service will be provided at no charge for thirty days, or the life of the directory in which Customer's former number appears, whichever is longer.

2.8 Service Restoration Charge

When service has been discontinued in accordance with the provisions of this tariff, and Customer wishes to restore service, the following service restoration charge will apply:

\$25.00

2.9 Service Change Charge (PBX)

\$32.00

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.10 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID Service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID central office termination and DID number blocks apply in addition to charges specified for PBX Trunks. One additional termination charge applies for each DID-equipped PBX Trunk. Telephone numbers are furnished in blocks of 20 or 100 numbers. Blocks of number groups will be determined at the sole discretion of the Company's resources. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of numbers. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

Where all numbers in a group have not been connected for service, the Customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. The Company will not terminate these numbers to an intercept message on the Customer's behalf.

Description	Nonrecurring Charge	Monthly Recurring Charge
DID Central Office Termination, per trunk	\$137.50	\$45.00
DID Number Group - initial 20	\$177.00	\$9.50
DID Number Group - add'l 20	\$30.00	\$9.50
DID Number Group - initial 100	\$167.00	\$22.50
DID Number Group - add'l 20	\$167.00	\$22.50

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES, (Cont'd.)

## 2.11 Miscellaneous Charges

The Customer shall be responsible for payment of the following charges for services based upon the type of work performed at the Customer's request. The Customer will be advised of said charge prior to completion of service and will be given the option to contract an independent technician to complete the work.

Service Order Charge	\$40.00
Expedite Charge per DSO	\$100.00
Time and Materials	
First 15 Minutes	\$38.00
Additional 15 Minute Increments	\$13.75

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