

Kingdom Telephone Company
of Auxvasse, Missouri

P.S.C. MO. NO. 2
Original Sheet No. 1

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MISSOURI
Public Service Commission

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

Auxvasse
Big Spring
Hatton
Mokane
Tebbetts
Rhineland
Williamsburg

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JUL 1 1997

MO. PUBLIC SERVICE COMM

Issued: April 3, 1997

Tom Blevins
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65231

Effective: ~~July 1, 1997~~
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KINGDOM TELEPHONE COMPANY

PSC Mo. No. 2
1st Revised Sheet No. 1.1
Replaces Original Sheet No. 1.1

GENERAL AND LOCAL EXCHANGE TARIFF

The following statutory and rule provisions do not apply to the Company as they have been waived pursuant to §392.420 RSMo.:

(T)
(T)

A. Statutes

392.210.2 Accounting requirements (system of accounts)
392.240.1 Reasonableness of rates
392.270 Accounting requirements (valuation of property)
392.280 Accounting requirements (depreciation/accounts)
392.290 Issuance of Stocks, Bonds and Other Indebtedness
392.300 Transfer of Property
392.310 Approval of Issuance of Stocks, Bonds and Other Indebtedness
392.320 Certificate of Approval for Dividends
392.330 Accounting for Disposition of Proceeds
392.340 Reorganization

(N)
(N)
(N)
(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

B. Rules

- 4 CSR 240-3.520 Applications to sell or transfer assets
- 4 CSR 240-3.525 Applications to merge or consolidate
- 4 CSR 240-3.530 Applications to issue stocks, obtain loans
- 4 CSR 240-3.535 Applications to acquire stock
- 4 CSR 240-3.545(8)(C) Listing of Waivers in Tariff
- 4 CSR 240-3.550 Telco Records and Reports (except (5)(B), (D) and (E))
- 4 CSR 240-3.555 Residential Customer Inquiries
- 4 CSR 240-3.560 Procedure for Ceasing Operations
- 4 CSR 240-10.020 Depreciation Records
- 4 CSR 240-30.020 Residential Telephone Underground Systems
- 4 CSR 240-30.040 Uniform System of Accounts
- 4 CSR 240-32.010 General Provisions
- 4 CSR 240-32.040 Metering, Inspections and Tests
- 4 CSR 240-32.050 Customer Services
- 4 CSR 240-32.060 Engineering and Maintenance (M)
- 4 CSR 240-32.070 Quality of Service (M)
- 4 CSR 240-32.080 Service objectives and surveillance levels
- 4 CSR 240-32.090 Connection of equipment and Inside Wiring
- 4 CSR 240-32.100 Provision of Basic Local and Interexchange Services
- 4 CSR 240-32.130-170 Prepaid Calling Cards (except 32.140 and 32.150(1))
- 4 CSR 240-32.180-190 Caller ID blocking requirements
- 4 CSR 240-33.010 Service and Billing Practice General Provisions
- 4 CSR 240-33.040 Billing and Payment standards
- 4 CSR 240-33.045 Clear identification and placement of charges on bills (M)
- 4 CSR 240-33.050 Deposits
- 4 CSR 240-33.060 Residential Customer Inquiries
- 4 CSR 240-33.070 Discontinuance of service
- 4 CSR 240-33.080 Disputes by Residential Customers
- 4 CSR 240-33.090 Settlement agreements with residential customers
- 4 CSR 240-33.130 Operator service requirements
- 4 CSR 240-33.140 Payphone requirements (except (2))
- 4 CSR 240-33.150 "Anti-slamming" requirements
- 4 CSR 240-33.160 Customer Proprietary Network Information

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TABLE OF CONTENTS

Title	<u>Sheet No.</u>
Title	1
Table of Contents	2
1. Subject Index	1-1
2. Definitions	2-1
3. General Rules and Regulations	3-1
3.1 Application	3-1
3.2 Explanation of Symbols	3-1
3.3 Obligation and Liability of Company	3-2
3.4 Use of Service and Facilities	3-5
3.5 Establishment and Furnishing of Service	3-10
3.6 Telephone Directories	3-11
3.7 Establishment and Maintenance of Credit	3-12
3.8 Billing and Collection Standards	3-17
3.9 Minimum Contract Periods and Termination of Service	3-19
3.10 Charges for Damages	3-23
3.11 Connection of Automatic Dialing-Announcing Devices	3-23
4. Local Exchange Service	4-1
4.1 Description	4-1
4.2 Terms and Conditions	4-2
4.3 Temporary Reserved Number	4-4
4.4 Private Branch Exchange (PBX) Trunks	4-4
4.5 Multi-Line Hunt Service	4-4
4.6 Concession	4-4
4.7 Kingdom Exchange Rates	4-5
4.8 Local Exchange Map	4-5
4.9 Payphone Service	4-21
4.10 Lifeline Service	4-27
4.11 Disabled Service	4-27 (N)

TABLE OF CONTENTS

	<u>Sheet No.</u>	
5.	Customer Activity Charges	5-1
	5.1 General	5-1
	5.2 Types of Customer Activity Charges	5-1
	5.3 Conditions Under Which No Customer Activity Charges Apply	5-4
	5.4 Rates	5-5
	5.5 Waivers	5-6
		(D)
6.	Optional Services and Features	6-1
	6.1 CLASS Service	6-1
	6.2 Centrex	6-7
	6.3 Basic Custom Calling	6-17
	6.4 Call Manager Features	6-23
	6.5 Direct Inward Dialing (DID)	6-28
	6.6 Directory Listing	6-30
	6.7 Off-Premises Extension Service	6-32
	6.8 Cable Pair Rental-Special Applications Only	6-32
	6.9 Meridian Business Set Access	6-33
	6.10 Integrated Services Digital Network (ISDN)	6-34
	6.11 Digital Channel Service	6-46
	6.12 Service Bundle Discounts	6-50
7.	Special Construction	7-1
	7.1 Excess Construction Charge	7-1
	7.2 Special Construction	7-1
	7.3 Temporary Service	7-1
	7.4 Installations of Telephone Lines Within Subdivision, Telephone Lines Constructed, Installed and Owned by Utilities in Subdivisions Shall be Installed Underground	7-2
	7.5 Special Assemblies of Equipment of Speculative Projects	7-4
8.	Service Restrictions	8-1
	8.1 Service Access Restrictions – 900	8-1
	8.2 976 Service Access Restriction	8-1
	8.3 700 Service Access Restriction	8-2
	8.4 Toll Access Restriction	8-3
	8.5 811 Three-Digit Dialing Service	8-4
	8.6 211 Three-Digit Dialing Service	8-5

TABLE OF CONTENTS

	<u>Sheet No.</u>	
9. Operator Services	9-1	
9.1 Operator Verification/Interruption Service	9-1	
9.2 Local Person-to-Person Service	9-2	
9.3 Local Operator Assisted Calls	9-2	
9.4 Directory Assistance Service	9-3	
9.5 Intercept Service	9-3	
9.6 Toll Operator Services	9-5	
10. Intraexchange Private Line Services	10-1	
10.1 General Description	10-1	
10.2 Rate Structure	10-1	
10.3 Rates	10-2	
11. Foreign Exchange Service	11-1	
11.1 General Regulations	11-1	
11.2 Rates	11-2	
12. Access Tariff Concurrence	12-1	
A. Message Toll	12-1	
B. Access Services	12-1	
12.2 Rates	12-2	
13. Private Line Tariff Concurrence	13-1	
13.1 General	13-3	
13.2 Rates	13-3	
14. HOLD FOR FUTURE USE		(D)
15. HOLD FOR FUTURE USE		(D)
16. Missouri School Discount Program	16-1	
16.1 Description	16-1	
16.2 Discounts for Schools and Libraries Participating in the Federal Universal Service Program	16-2	
17. Universal Emergency Number Service	17-1	
17.1 General	17-1	
17.2 Rules and Regulations	17-3	
17.3 Rates and Charges	17-7	
18. Promotional Offerings	18-1	

TABLE OF CONTENTS

	<u>Sheet No.</u>
19. Rates by Category	19-1
19.1 Exchange Service Recurring Rate Schedules	19-1
A. Local Exchange Service	19-1
B. Extended Area Service	19-1
C. Payphone Service	19-1
19.2 Customer Activity Charges	19-2
19.3 Optional Services and Features	19-2
A. CLASS Features	19-2
B. Centrex	19-3
C. Basic Custom Calling Service	19-5
D. Call Manager Features	19-5
E. Direct Inward Dialing (DID)	19-6
F. Directory Listings	19-6
G. Off-Premise Extension Service	19-6
19.4 Service Restrictions	19-7
19.5 Operator Services	19-7
19.6 Intraexchange Private Line Services	19-8
19.7 Foreign Exchange Service	19-8
19.8 Access Tariff Concurrence	19-8
19.9 Private Line Concurrence	19-8
19.10 HOLD FOR FUTURE USE	(D)
19.11 HOLD FOR FUTURE USE	(D)
19.12 Missouri School Discount Program	19-9
19.13 Universal Emergency Number Service	19-9

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SUBJECT INDEX

APR 3 1997

1. Subject Index

MISSOURI
Public Service Commission
Sheet No.

Subject

Access Line	2-1
Abuse or Fraudulent Use of Service	3-9
Additional Listings, Directory	6-30
Adjustments of Charges	3-3
Alterations	3-10
Alternate Call Number Listings	6-31
Application and Explanation of Symbols	3-1
Application for Service	3-1
Availability of Facilities	3-2
Business Rates-Application	4-2
Billed Number Screening	8-4
Billing and Collection Standards	3-17
Calling Card	9-2
Call Manager Features	6-23
Centrex	6-7
Change in Telephone Number	3-10
Charges for Damages	3-23
CLASS Service	6-1
CLASS	6-1
Description of CLASS Features	6-1
Rates	6-6
Combined Billing	2-1
Connection of Auto Dial	3-23
Construction Charges	7-1
Credit, Establishment of	3-12
Credit, Discontinuance of Service for Failure to Establish	3-12
Cross Billing	2-1
Custom Calling Service	6-15-6-19
Description of Basic Features	6-17
Rates	6-22

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SUBJECT INDEX

APR 3 1997

MISSOURI
Public Service Commission

1. Subject Index (Cont'd)

Subject

Customer Activity Charges	5-1
General	5-1
Initial Service	5-1
Subsequent Service Order Change Charge	5-2
Service Installation Charge	5-2
Programming Change Charge	5-3
Service Reconnection	5-3
Conditions Under Which No Charge	5-4
Rates	5-5
Customer Activity Charge for Restoration of Service	5-4
Customer Provided Equipment	3-6
Defacement of Premises	3-3
Definitions	2-1
Deposits	3-13
Deposits and Guarantee of Payment-Business Service	3-16
Direct Inward Dialing	6-28
Directories, Telephone	3-11
Directory Error and Omissions	3-2
Directory Listing	6-33
Directory Assistance Service	9-3
Discontinuance of and Refusal to Establish Service	3-21
Equipment, Tampering with	3-9
Establishment of Credit for Residence Service	3-12
Establishment of Credit for Business Service	3-16
Establishment and Furnishing of Service	3-10
Establishment and Maintenance of Credit	3-12
Exchange Maps	4-5
Explanation of Symbols	3-1
Extended Area Service (EAS)	4-5

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SUBJECT INDEX

1. Subject Index (Cont'd)

<u>Subject</u>	<u>Sheet No.</u>
Foreign Exchange	11-1
General Rules and Regulations	3-1
General Private Line Service	10-1
Governmental Objections to Service	3-9
Impersonation of Another	3-9
Interruption of Service	3-2
Intercept Service	9-3
Intraexchange Private Line	10-1
Integrated Services Digital Network (ISDN)	6-34
Language, Improper	3-9
Late Payment Charge	3-18
Liability of Company	3-3
Line Extensions	3-11
Local Exchange Service	4-1
Description	4-1
Terms and Conditions	4-2
Taxes, Fees, Charges	4-3
Temporary Reserved Number	4-4 (C)
Multi-Line Hunt Service	4-4
Concession	4-4
Rates	4-5
Maps	4-6
Payphone Service	4-21

SUBJECT INDEX

1. Subject Index (Cont'd)

<u>Subject</u>	<u>Sheet No.</u>	(D)
Listings, Directory	6-33	
Maintenance and Repairs	3-3	
Maps	4-6	
Meridian Business Set Access	6-33	
Minimum Contract Periods	3-19	
Network Interface Device	2-3	
Obligation of Telephone Company	3-2	
Optional Services and Features	6-1	
Ownership & Use of Equipment	3-5	
Off-Premise Extension Service	6-32	
Operator Verification/Interruption Service	9-1	
Payment of Service	3-10	
Profane Language	3-9	
Provision for Equipment	3-5	
Procedures for Discontinuance of Service	3-21	
Person-to-Person	9-2	
Reconnection Charge	3-15	
Record of Previous Account	3-14	
Remote Call Forwarding	6-21	
Rendering & Payment of Bills	3-17	
Residence Rates	4-5	
Return Check Policy	3-18	

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SUBJECT INDEX

1. Subject Index (Cont'd)

<u>Subject</u>	<u>Sheet No.</u>
Service Access Restriction - 700	8-2
Service Access Restrictions - 811	8-4 (N)
Service Access Restriction - 976	8-1
Special Access Restrictions - 900	8-1
Service Bundle Discounts	6.12
Special Services & Facilities	7-4
Special Construction	7-1
Excess Construction	7-1
Special Construction	7-1
Temporary Service	7-1
Installation of Lines in Subdivision	7-2
Definitions	7-2
Application	7-2
Rights of Way	7-2
Advance Payments	7-3
Temporary Facilities	7-4
Special Conditions	7-4
Special Assemblies	7-4
Tampering with Equipment	3-9
Telephone Directories	3-11
Telephone Numbers	3-10
Termination of Service	3-19
Toll Access Restrictions	8-3
Transmitting Messages	3-2
Unusual Installation Costs & Construction Charges	3-11
Use of Service and Facilities	3-5
Use of Subscriber Services	3-9
Vacation Rates	4-4

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DEFINITIONS

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2. Definitions

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Access Line

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

Base Rate Area (BRA)

An area within an exchange as specified in the telecommunications company's tariffs and maps, within which each grade or class of basic local telecommunications service is furnished at a uniform rate without the application of mileage or zone charges.

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.

Combined Billing

A billing method whereby all toll calls in a group of numbers appear on and are billed to one number.

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.

Cross Billing

A grand total bill based on the activity of each individual number within a group. Billing activity of each line is maintained and the total amount due on each individual number is displayed and added into the summary bill total.

Customer Activity Charge

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

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DEFINITIONS

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2. Definitions (Cont'd)

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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 incorporated into the customer side of the Network Interface Device (NID). The drop and the network protector, will continue to be provided by, and remain the property of, the telephone utility. This is usually the point at which the telephone company's wiring connects with the customer's wiring.

Exchange

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.

Extended Area Service (EAS)

Interexchange telephone service furnished at a flat rate between two or more exchanges.

Local Calling Scope

The area within which basic local telecommunications service is furnished customers under a specific schedule of basic local telecommunications service rates. A local calling scope may include one (1) or more exchanges or portions of exchanges.

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.

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DEFINITIONS

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2. Definitions (Cont'd)

Local Exchange Service

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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

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

Message

A completed customer call.

Network Interface Device (NID)

A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

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.

Premises

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.

Private Branch Exchange (PBX) Trunk

A circuit which connects the PBX to the local exchange company's switching center or other switching system center.

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DEFINITIONS

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2. Definitions (Cont'd)

Private Line

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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.

Qualifying Low-Income Subscriber

A qualifying low-income subscriber is a subscriber who participates in one of the following programs: Medicaid; food stamps; supplemental security income; federal public housing assistance; or Low-Income Home Energy Assistance Program.

(N)

(N)

Rural Area

The territory surrounding the Base Rate Area (BRA) in which urban classes of services are provided.

Serving Wire Center

The wire center from which service is provided to the customer.

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.

Termination Charge

A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

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2. Definitions (Cont'd)

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Toll Blocking

Toll blocking is a service provided by carriers that lets customers elect not to allow the completion of outgoing toll calls to the Long Distance Message Telecommunications Network, this would include 1+,0+ and/or 0- operator handled calls.

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(N)

(N)

Toll Message

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

(M)

(M)

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 entities.

(M) Moved from Sheet 2-4

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GENERAL RULES AND REGULATIONS

APR 3 1997

3. General Rules and Regulations

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Public Service Commission

3.1 Application

The rules and regulations specified herein apply to the intrastate services and facilities of Kingdom Telephone Company of Auxvasse, Missouri, 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.

The Company, which acts as the Secondary Carrier (SC) under the Missouri Primary Carrier by Toll Center Plan filed with the Missouri Public Service Commission, subtends the Southwestern Bell Telephone and Sprint United Telephone toll and WATS complexes. Rates for these services are contained in the Toll and WATS tariffs of Southwestern Bell Telephone Company and Sprint.

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 REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company

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 (48) 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 REGULATIONS

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3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

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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 or other parties. Only the Company or its agents are authorized to rearrange, remove, or disconnect any Company facilities.

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 a two year period for the actual or estimated overbilling.

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

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 48 hours after notification has been made.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Liability of Company (Cont'd)

2. The customer indemnifies 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 for example, 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 REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities

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.
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, 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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3. General Rules and Regulations (Cont'd)

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3.4 Use of Service and Facilities (Cont'd)

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 or any date thereafter if requested by the company 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)

3.4 Use of Service and Facilities (Cont'd)

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

APR 3 1997

3. General Rules and Regulations (Cont'd)

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3.4 Use of Service and Facilities (Cont'd)

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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3. General Rules and Regulations (Cont'd)

APR 3 1997

3.4 Use of Service and Facilities (Cont'd)

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C. Use of Subscriber Service

Local exchange telephone service, as distinguished from payphone service, is furnished only for the use by the subscribers, their families, and associates. Telephone service cannot be obtained by the use of extension service from existing service. The Company may refuse to install or permit such service to remain on premises of payphone 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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3. General Rules and Regulations (Cont'd)

APR 3 1997

3.5 Establishment and Furnishing of Service

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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, if provided in the original contract, and no advance payment will be required. A move within the company service area is not considered to terminate the contract and orders for such may be made verbally. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

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 a minimum of sixty (60) days 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 Section 5.4.B.

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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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

E. Line Extensions

Lines will be extended for permanent customers in accordance with the guidelines established in Section 7.1.

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

F. Unusual 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 pursuant to Section 7.

3.6 HOLD FOR FUTURE USE

(D)

(D)

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Deposits and Guarantees of Payment for Residential Customers

A. Establishment of Credit for Residence Service

1. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:
 - a. The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
 - b. The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.
2. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.
3. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.
4. Terms of Deposits:
 - a. Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.

(D)
|
(D)

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Deposits and Guarantees of Payment for Residential Customers (Cont'd)

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

4. Terms of Deposits (Cont'd)

- c. Upon discontinuance or termination of service, the deposit will be credited to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill. (D)
- d. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. (D)
- e. The Company will maintain records of all pertinent information with regard to each deposit held.
- f. The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit.

5. Service Reconnection Charges

Where service has been discontinued for failure to establish credit as authorized above, a service reconnection charge found in Section 5.4.E will apply.

Kingdom Telephone Company
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1st Revised Sheet No. 3-14
Cancels Original Sheet No. 3-14

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Kingdom Telephone Company
of Auxvasse, Missouri

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3. General Rules and Regulations (Cont'd)

APR 3 1997

3.7 Establishment and Maintenance of Credit (Cont'd)

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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.
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.5 hereafter.
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.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

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.
4. Customers electing to receive an electronic bill statement in lieu of a mailed copy will receive a \$.75 credit each month.* (N)

B. Collection Standards:

1. 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, an authorized collection agency, or by mail.
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. Demand for payment of toll charges may be made on less than twenty-one (21) days in the event a customer's service has been discontinued in accordance with "Termination of Service by the Company", in Section 3.9.C.1.a or b, within the last twelve (12) months or where the customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required. Such demand may be made by a telephone call to the customer followed by written notification by first class mail.

*The rate for this service is for informational purposes only.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

B. Collection Standards (Cont'd)

4. Total bills remaining unpaid twenty-two (22) days after rendition shall be considered delinquent.
5. A \$10.00 charge will apply for all checks and automatic withdrawals returned to the company or denied for insufficient funds, and any credit card denials.* Following two (2) occurrences, within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.
6. A late payment charge of five dollars (\$5) will be charged to customer accounts with an unpaid balance as of the 22nd day of each month.* (I)
(T)

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, either by stating the date payment is due, the actual date of delinquency, or the number of days from the billing date when the bill becomes delinquent.
4. The previously unpaid balance, if any.
5. The amount due for basic service.
6. An itemization of the amount due for all other regulated or non-regulated services including the date and time duration of each toll call.
7. The amount due for all other regulated or non-regulated services offered at a packaged rate and an itemization of each service included in the offerings.
8. An itemization of the amount due for taxes and franchise fees which the Company under its tariffs may pass on to customers.

* The rate for this service is for information purposes only.

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3. General Rules and Regulations (Cont'd)

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3.8 Billing and Collection Standards (Cont'd)

C. Customer Bill Format (Cont'd)

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9. The total amount due. (T)
10. The amount of a deposit or of interest accrued on a deposit which has been credited to the charges stated.
11. The toll free telephone number where inquiries may be made. (C)
12. The amount of a deposit, if any, that is held by the Company (first and last bill only).
13. Any other credits and charges applied to the account during the current billing period. (C)

D. Disputes by Residential Customers (C)

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.
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. (C)

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3. General Rules and Regulations (Cont'd)

SEP 28 2000

3.8 Billing and Collection Standards (Cont'd)

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D. Disputes by Residential Customers (Cont'd)

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.

3.9 Minimum Contract Periods and Termination of Service

(M)

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 (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

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.

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3. General Rules and Regulations (Cont'd)

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

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

SEP 28 2000

C. Termination of Service by the Company

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1. Service may be discontinued for any of the following reasons:
 - a. Non-payment 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 service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to its facilities
 - d. Failure to 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 Company's service
 - g. As provided by state or federal law
2. A written notice shall be sent by first class mail ten (10) days prior to the date of the proposed discontinuance of service.
3. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service will not be discontinued on a day when the offices of the Company are not open to facilitate reconnection of basic local telecommunications service or on a day immediately preceding such day.
4. The Company will make reasonable efforts to contact the customer via telephone at least twenty-four (24) hours preceding a discontinuance of basic local telecommunications service. The Company will advise the customer of the proposed discontinuance and what action must be taken to avoid it.
5. Discontinuance of service will 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 verifiable written evidence of such necessity.

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3. General Rules and Regulations (Cont'd)

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

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C. Termination of Service by the Company (Cont'd)

6. 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.
7. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

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.

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LOCAL EXCHANGE SERVICE

4. Local Exchange Service

4.1 Description

A. Local Exchange Service

1. Local exchange service provides for unlimited calling within the boundaries of a Kingdom exchange as it is shown on the map in Section 4.7. Access to facilities to the end users for Interexchange Carriers offering interexchange services are provided under the Company's Interstate and Intrastate Access Services Tariffs. This service is subject to all terms and conditions as outlined in this tariff. Local exchange service rates are listed in Section 4.6.
2. Local exchange service can be activated by equipment generating pulses (rotary) or multi-tone (touch) signals to the switching equipment.

B. Extended Area Service (EAS)

1. Extended Area Service provides exchange service between different contiguous exchange areas whereby the subscribers of one exchange may call and be called by the subscribers of the other exchange or exchanges. EAS will be provided at no additional charge beyond the Local Exchange Service charge described in Section 4.7(B). (D)
2. List of Exchange Areas and Extended Area Service:

<u>Exchange</u>	<u>Extended Area Service</u>
All Kingdom Exchanges – 2 way	All Kingdom Telephone Co. Exchanges

(D)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.1 Description (Cont'd)

(D)

C. Optional Extended Area Service

(N)

1. Optional Extended Area Service is a one-way voice-only service that allows end-user customers of the Company located in its Tebbetts exchange to call end-user customers of CenturyLink located in its Jefferson City exchange without incurring toll charges for such calls.
2. Optional Extended Area Service is provided to end-user customers who request such service and agree to pay a local rate additive (in addition to applicable local exchange rates).
3. Optional Extended Area Service is limited to voice traffic and is not available for Internet and Data Traffic.

(N)

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, and other similar institutions.
5. To any number where public advertising provides evidence that the number is used for business purposes.

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LOCAL EXCHANGE SERVICE

APR 3 1997

4. Local Exchange Service (Cont'd)

4.2 Terms and Conditions (Cont'd)

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Public Service Commission

A. Business Rates Apply: (Cont'd)

6. To residence locations when an extension service is located in a shop, office, or other place of business.

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.
3. Residence rates apply to churches.

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 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.

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MO. PUBLIC SERVICE COMM

Issued: April 3, 1997

Tom Blevins
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65231

Effective: ~~July 1, 1997~~
JUL 1 1997

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.3 Temporary Reserved Number Service

Temporary Reserved Number Service is available upon advance notice by subscribers for a period of no longer than six (6) months. When a subscriber temporarily discontinues service, Company will reserve – to the extent able under federal and state laws and regulations – the telephone number. Reserved number service is available at no charge. Standard service connection fees apply when service is reconnected.

No telephone service or access to emergency or 911 service is available upon disconnection of service.

Temporary reserved number service is only allowed for one period of time in any calendar year.

Company makes no guarantee or warranty that the number will remain available.

(N) (D)

(N) (D)

4.4 Private Branch Exchange (PBX) Trunks

PBX trunks are not provided on a one-way basis. Therefore, in only, out-only, or two-way trunks must be used in combinations which provide for two-way service for the PBX system.

Where PBX trunks are provided outside the base rate area, a monthly increment equal to the increment for individual line business service will apply.

PBX trunks are provisioned as either Ground Start or Loop Start.

4.5 Multi-Line Hunt Service

A. Description

Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line in the Multi-Line Hunt Service group. This service does not include trunks set up for DID, as referenced in section 6.5.A.3.

4.6 Concession

Employees will be provided with local exchange service and basic custom calling service within the company's local exchange service. Customer Activity Charges will not apply on services provided to full-time employees.

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.7 Kingdom 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*	Tariff Reference	
	Business	\$20.40	4.2A	(I)
	Residence	\$20.40	4.2B	(I)
	PBX Trunk	\$22.27	4.4	(I)

B. Optional Extended Area Service

In addition to the exchange rate proceeding in section 4.7.A, the following additives are applicable for one-way, Optional Extended Area Service EAS from Tebbetts to Jefferson City, MO only.

	Monthly Rate*	Tariff Reference
Residence	\$8.45	4.1.C
Business	\$12.65	4.1.C

C. Multi-Line Hunt Service

In addition to Local Exchange Service	\$1.75	4.4.A
---------------------------------------	--------	-------

4.8 Local Exchange Maps/Base Rate Area Maps

A. The following exchange maps are attached to this tariff:

Auxvasse
Big Spring
Hatton
Mokane
Rhineland
Tebbetts
Williamsburg

*Rates are shown for informational purposes only.

LOCAL EXCHANGE SERVICE

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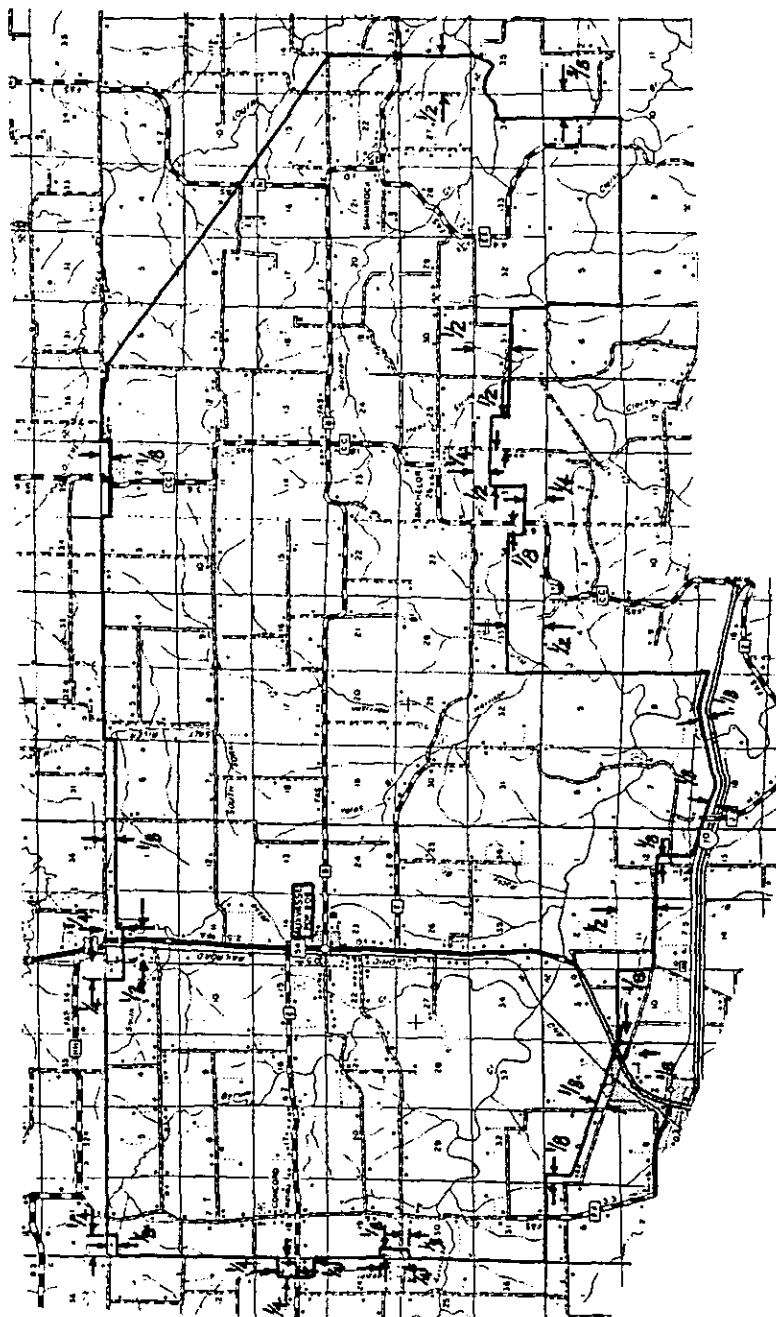
4. Local Exchange Service (Cont'd)

APR 3 1997

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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A.1 Auxvasse



Issued: April 3, 1997

Tom Blevins
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65231

Effective: ~~April 3, 1997~~

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JUL 1 1997

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LOCAL EXCHANGE SERVICE

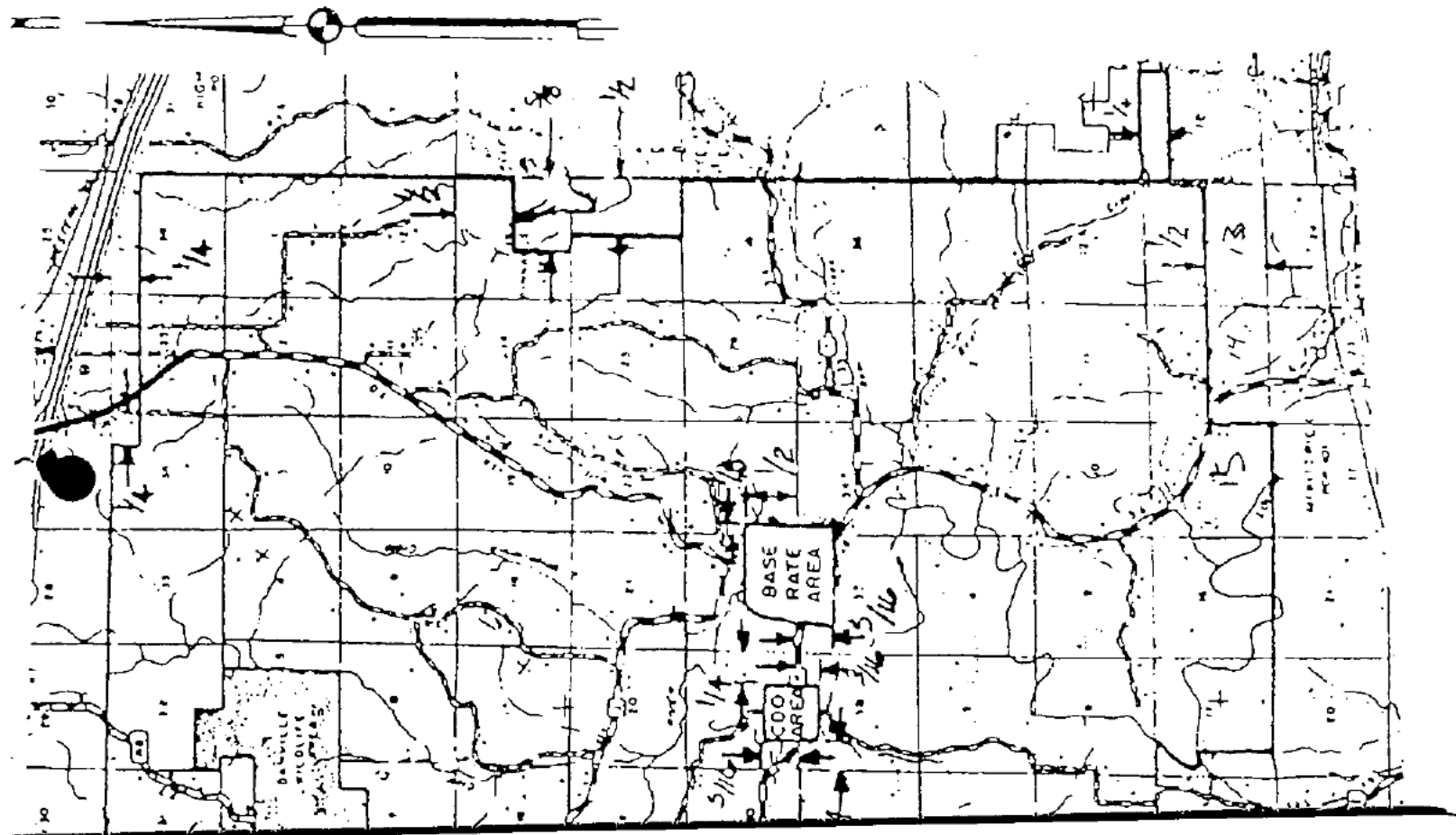
4. Local Exchange Service (Cont'd)

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

A.2 Big Spring

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Service Commission

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of Auxvasse, Missouri

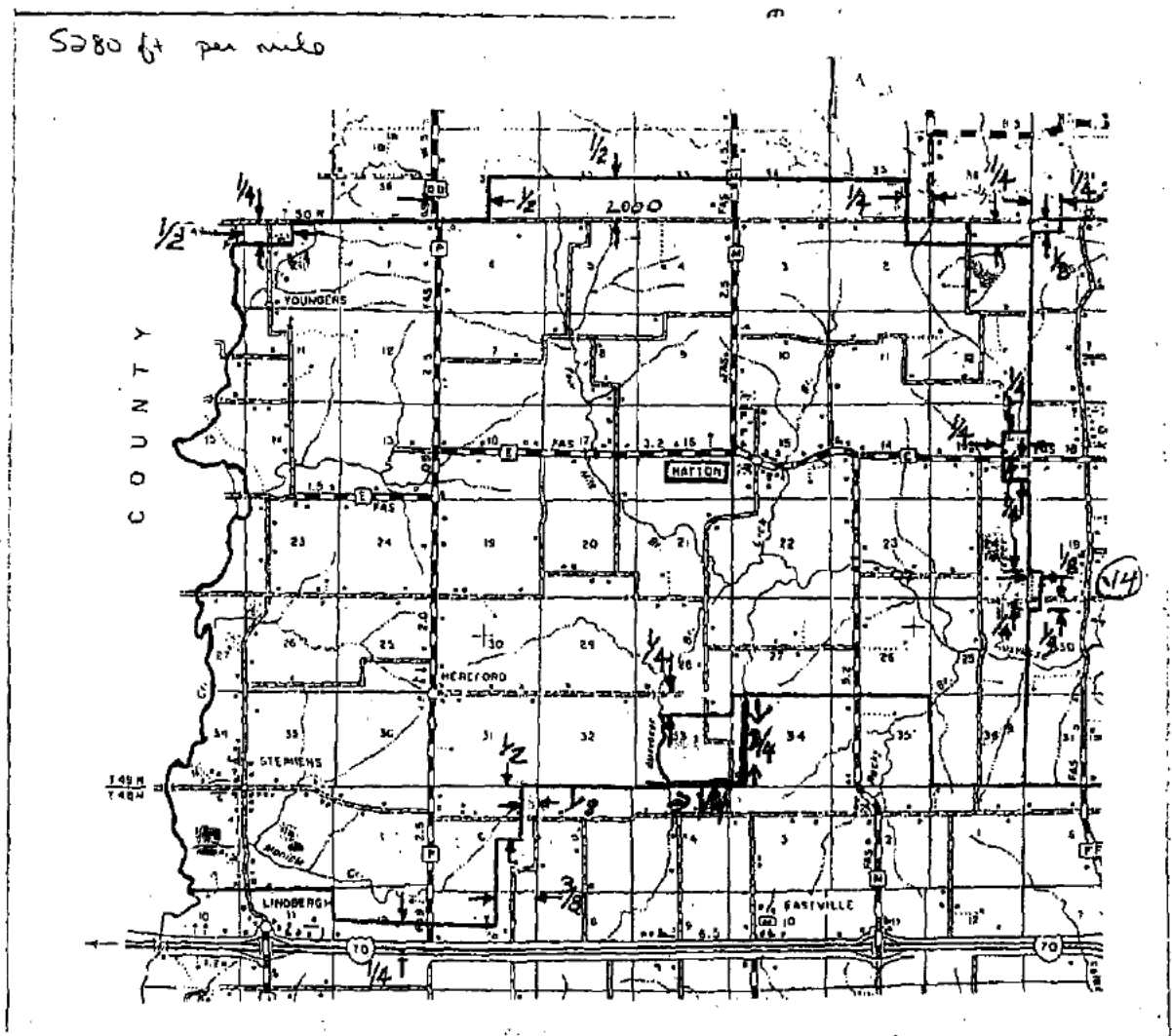
P.S.C. MO NO. 2
1st Revised Sheet No. 4-8
Cancelling Original Sheet No. 4-8

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4:8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

A.3 Hatton



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Service Commission

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211 South Main Street

Effective: MAY 14 2005

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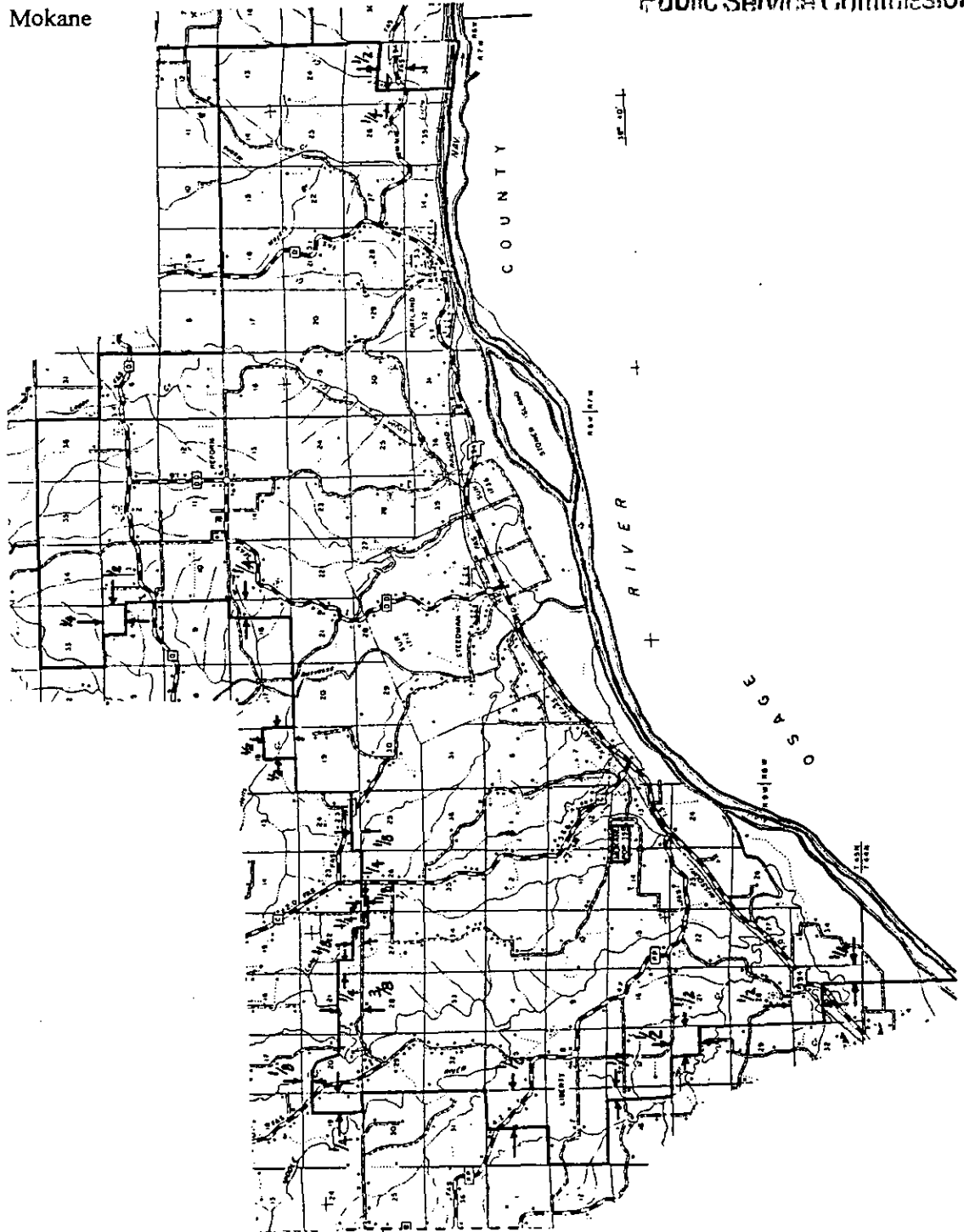
4. Local Exchange Service (Cont'd)

APR 3 1997

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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A.4 Mokane



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Effective: ~~July 1, 1997~~ JUL 1 1997

JUL 1 1997

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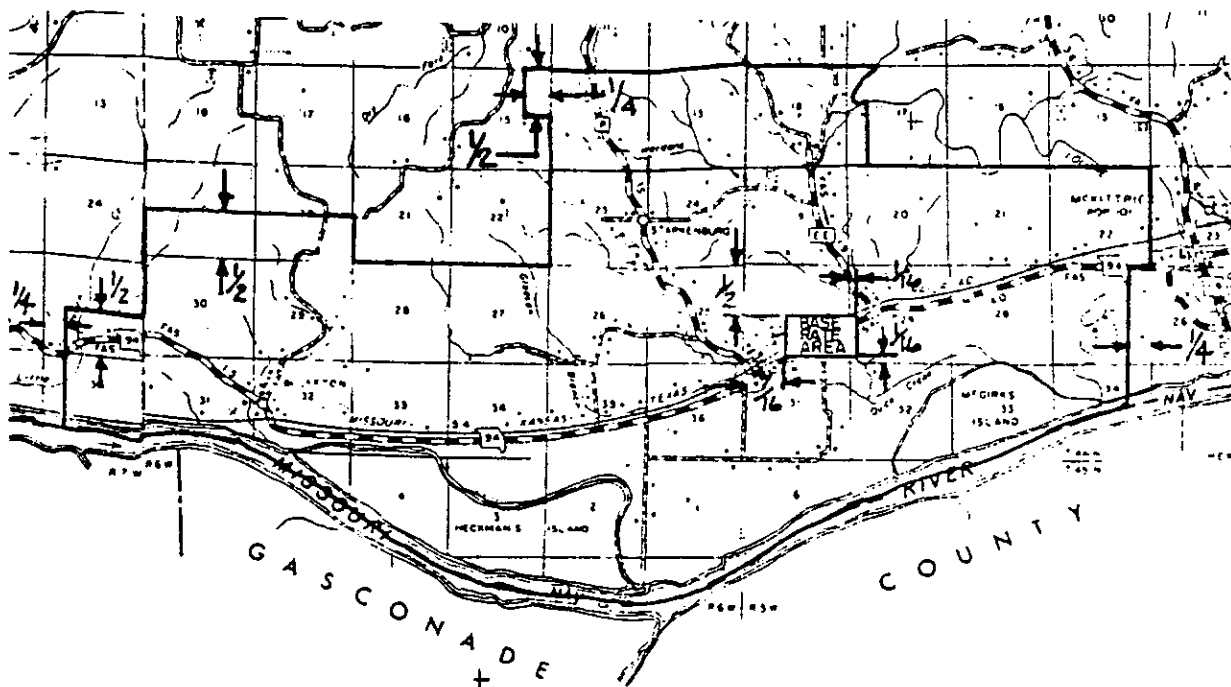
4. Local Exchange Service (Cont'd)

APR 3 1997

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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A.5 Rhineland



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Kingdom Telephone Company
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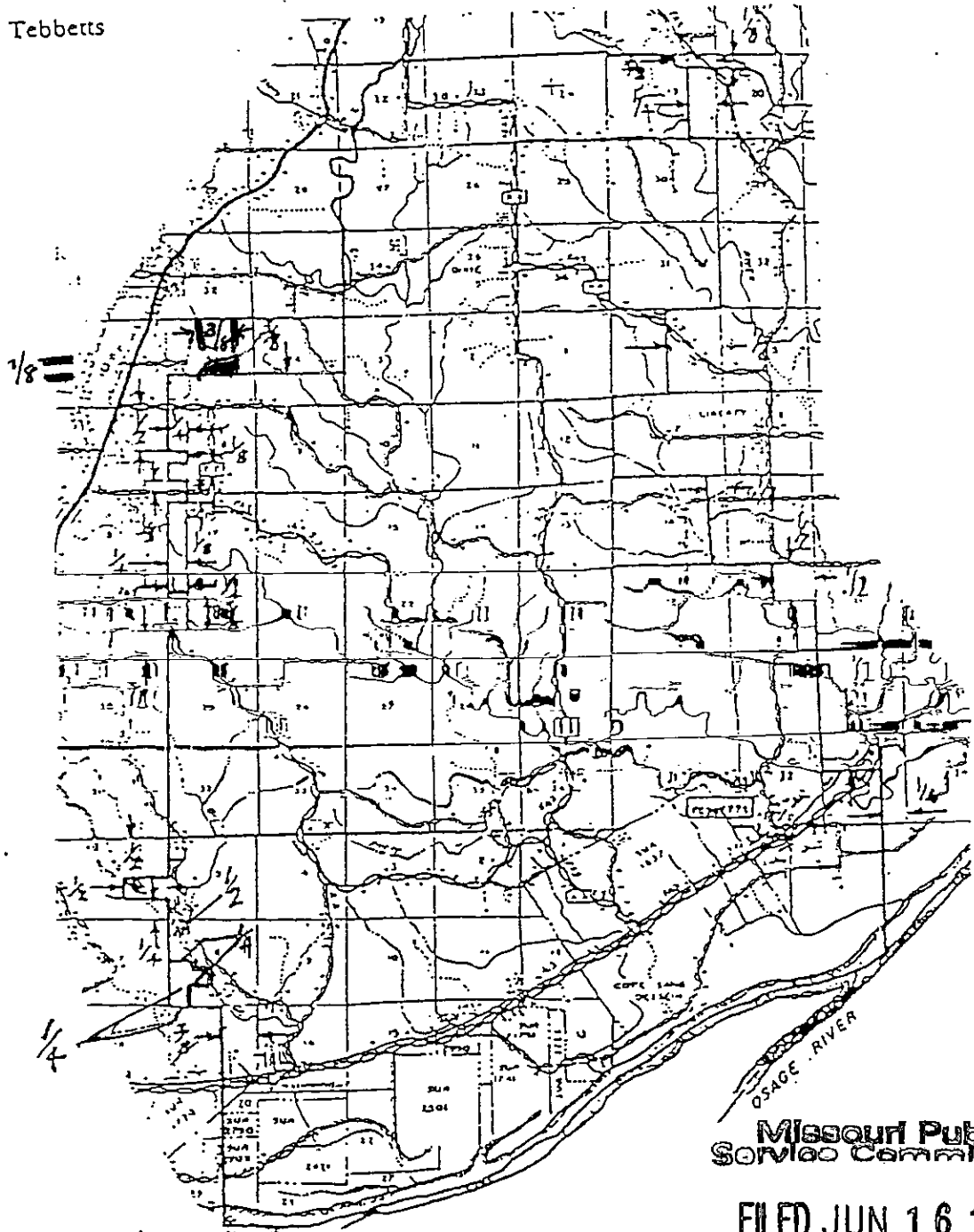
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4. Local Exchange Service (Cont'd)4.8. Local Exchange Maps/Base Rate Area Maps (Cont'd) MO. PUBLIC SERVICE COMMISSION

A.6 Tebberts

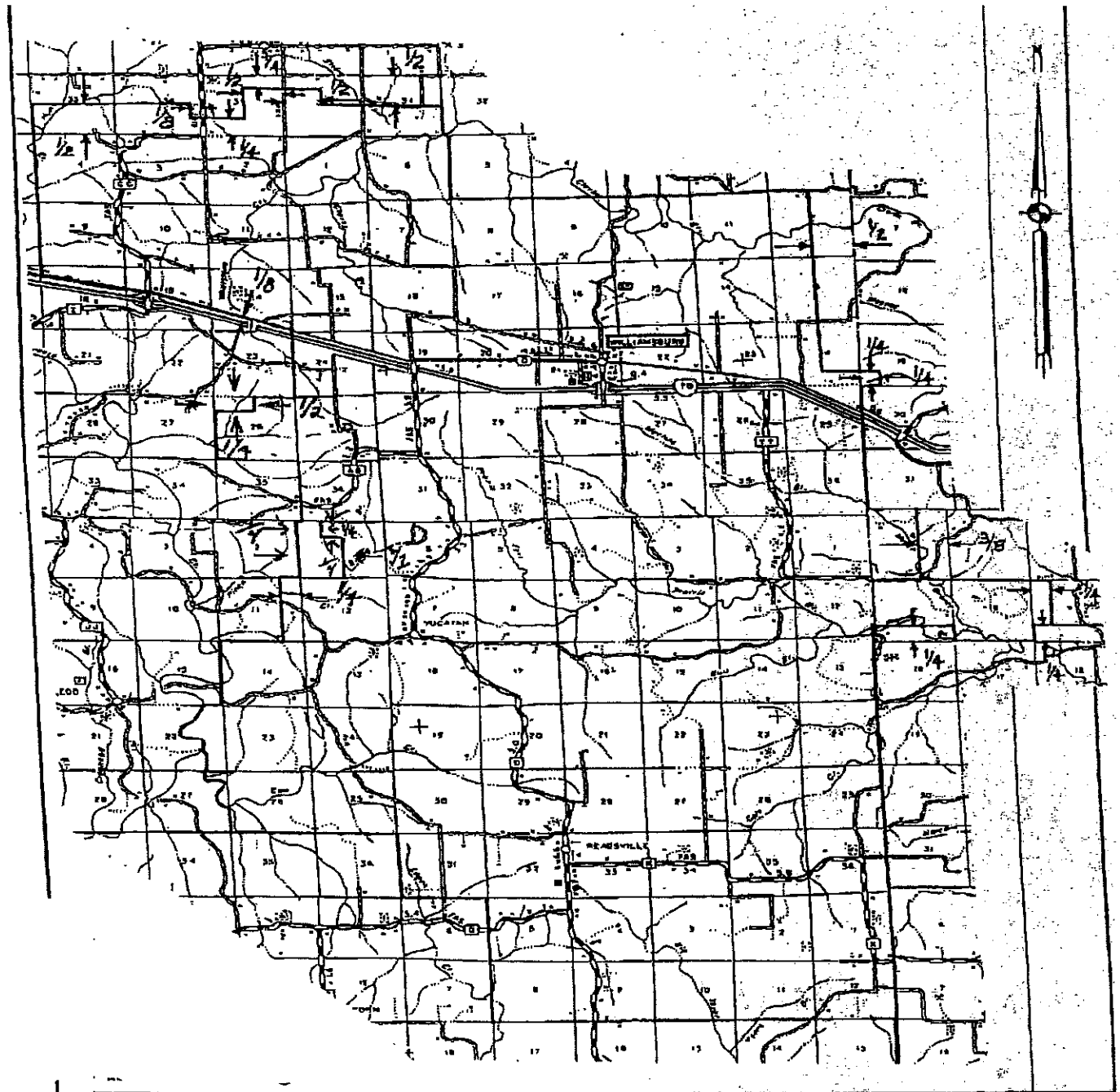


Issued: May 10, 1999

Effective: June 9, 1999

Tom Blevins
General Manager
Auxvasse, MO

JUN 16 1999



Issued: February 19, 2009

Tom Young
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65231

Effective: March 21, 2009

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JI-2009-0598

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

4.8 Local Exchange Maps/Base Rate Area Maps

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B. The following Base Rate Area maps are attached to this tariff:

Auxvasse
Big Spring
Hatton
Mokane
Rhineland
Tebbetts
Williamsburg

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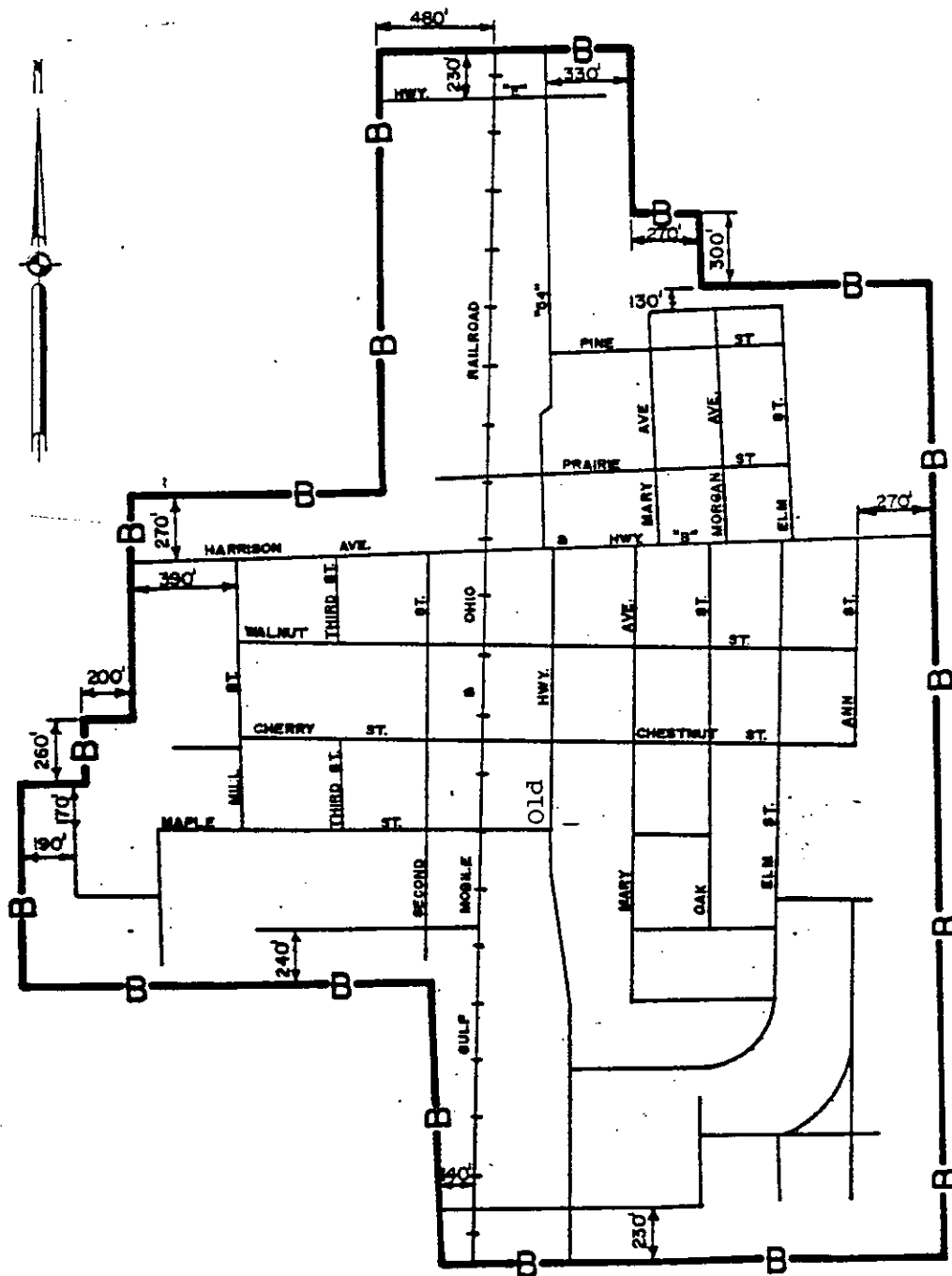
4. Local Exchange Service (Cont'd)

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4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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B.1 Auxvasse



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LOCAL EXCHANGE SERVICE

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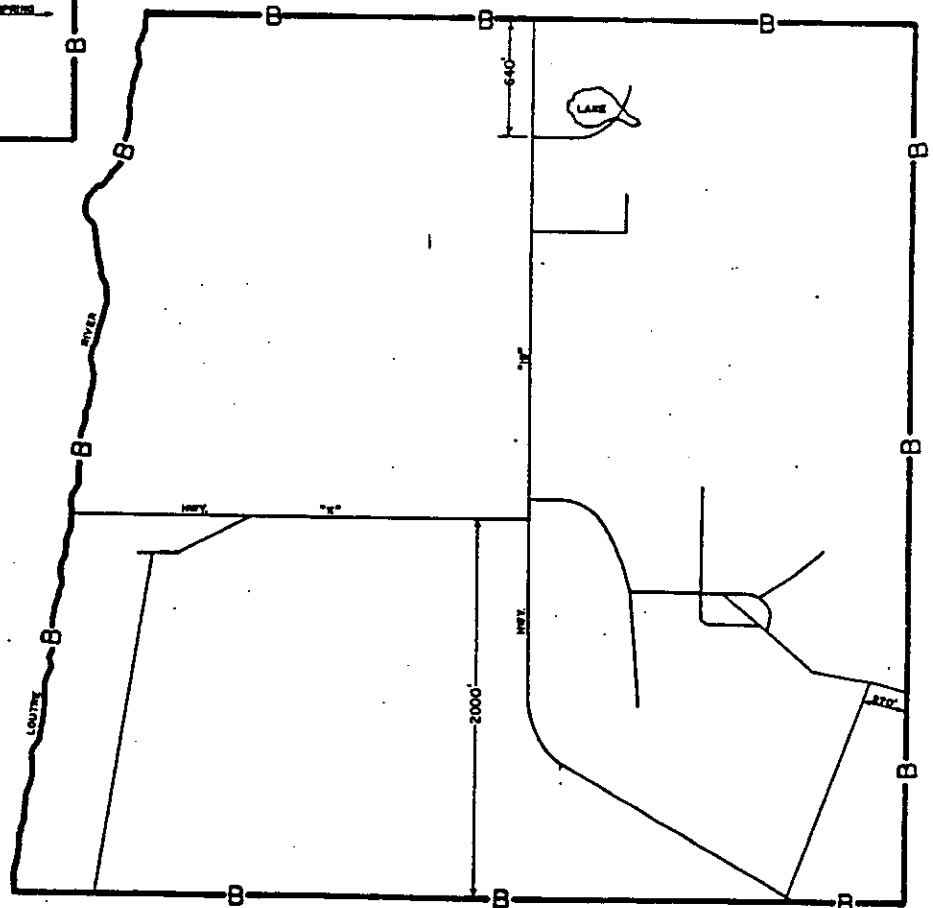
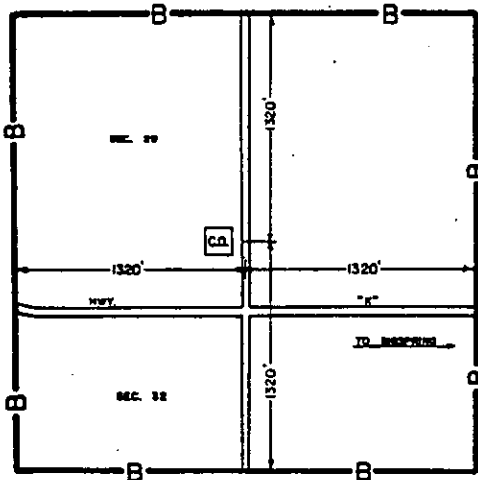
4. Local Exchange Service (Cont'd)

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4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

B.2 Big Spring

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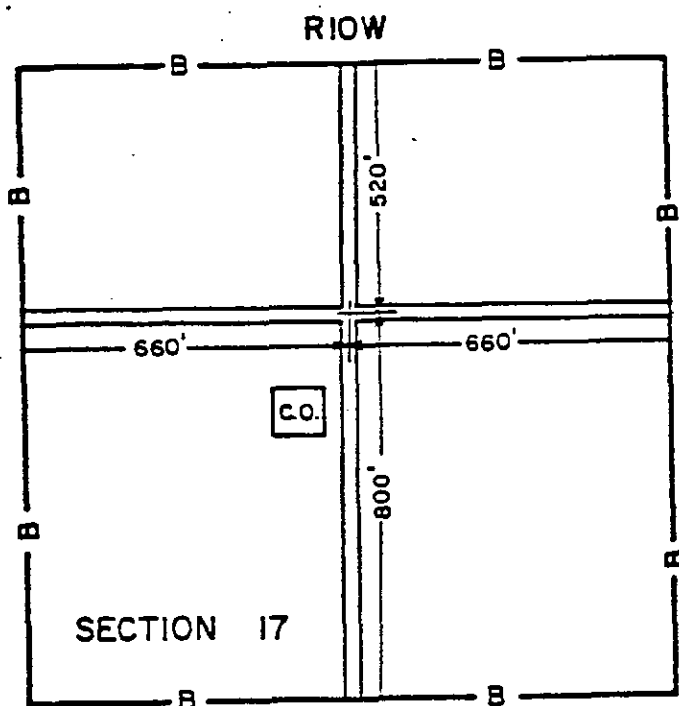
4. Local Exchange Service (Cont'd)

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4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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B.3 Hatton



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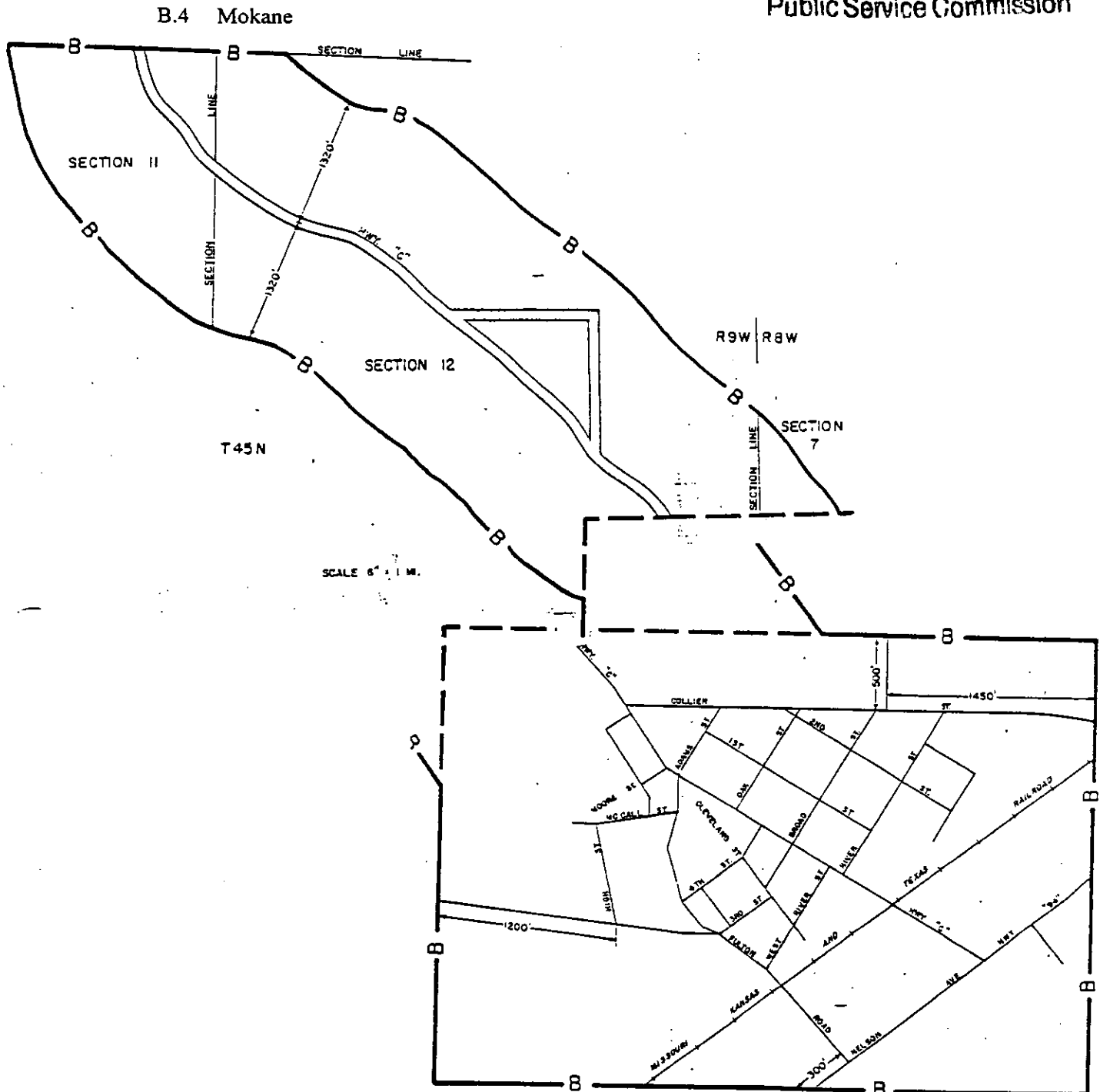
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4. Local Exchange Service (Cont'd)

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4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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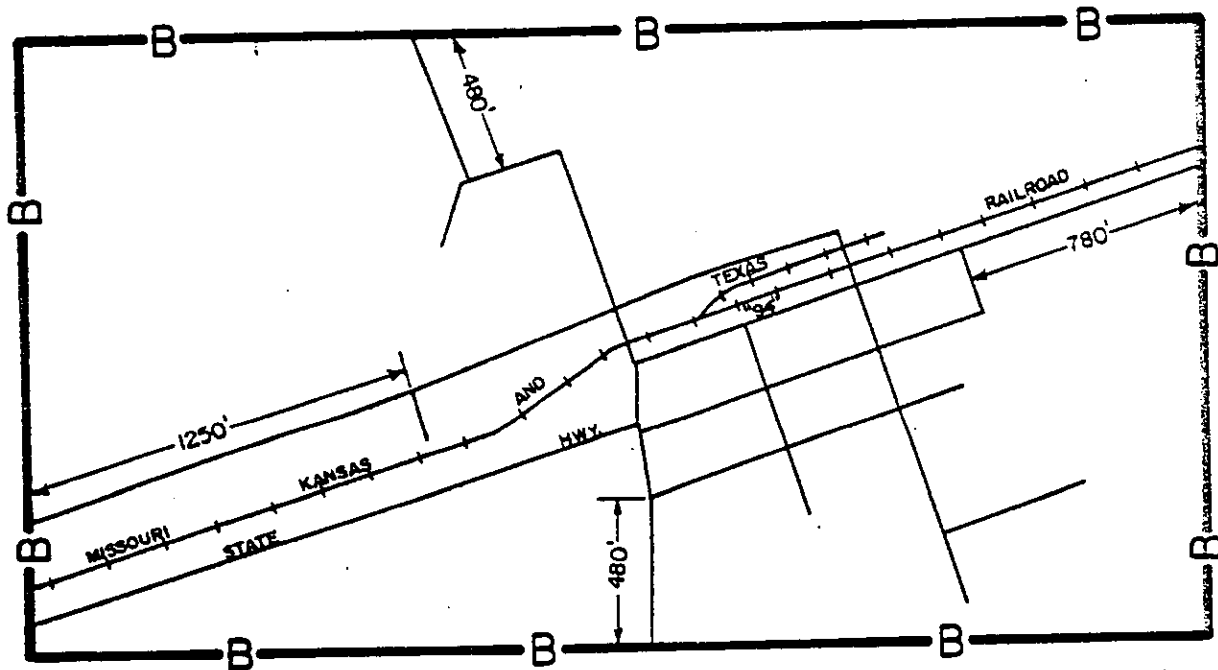
4. Local Exchange Service (Cont'd)

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4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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B.5 Rhineland



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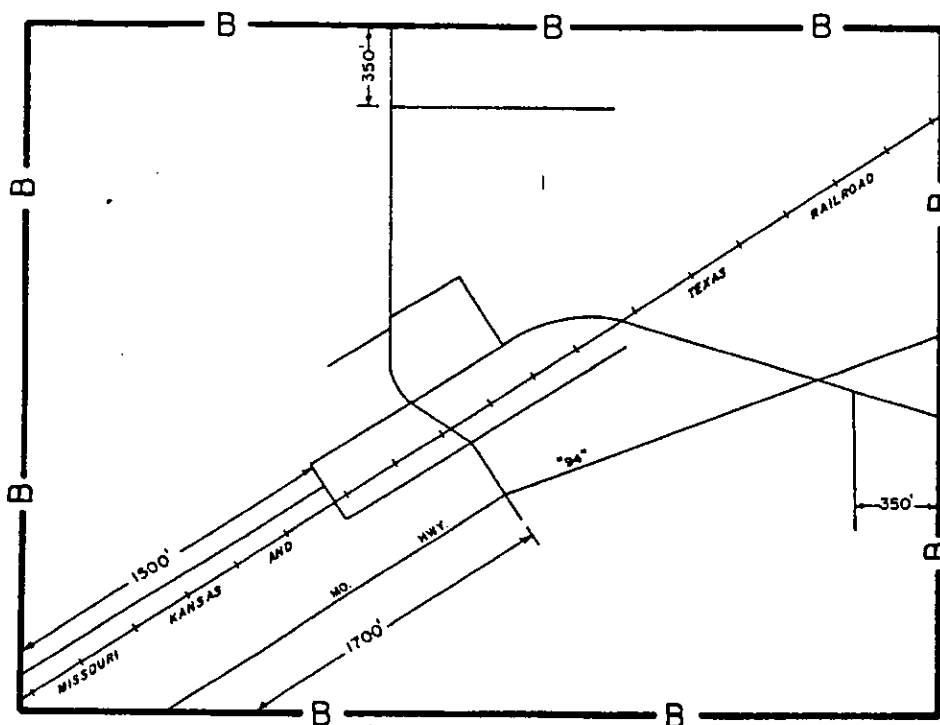
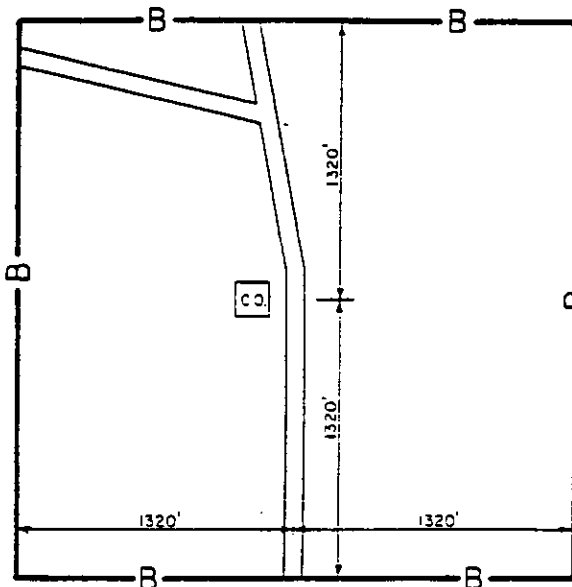
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4. Local Exchange Service (Cont'd)

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

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B.6 Tebbetts



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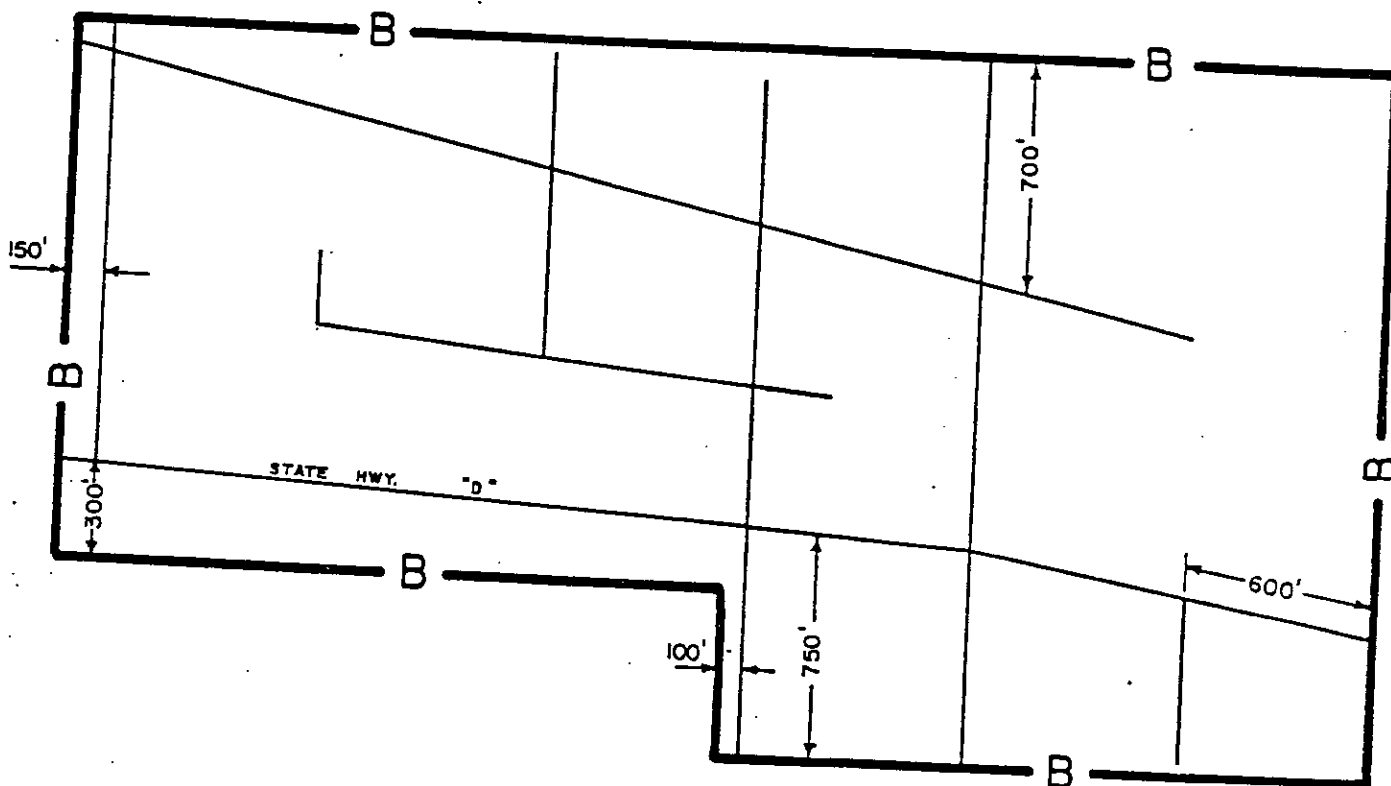
4. Local Exchange Service (Cont'd)

APR 3 1997

4.8 Local Exchange Maps/Base Rate Area Maps (Cont'd)

B.7 Williamsburg

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KINGDOM TELEPHONE COMPANY
of Auxvasse, Missouri

P.S.C. MO. NO. 2
1st Revised Sheet No. 4-21
Cancels Original Sheet No. 4-21

LOCAL EXCHANGE SERVICE

4. Local Exchange Service

4.9 HOLD FOR FUTURE USE

(D)

(D)

Issued: November 30, 2016

Renee' Reeter
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65251

Effective: January 1, 2017

FILED
Missouri Public
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JI-2017-0096

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 HOLD FOR FUTURE USE

(D)

(D)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 HOLD FOR FUTURE USE

(D)

(D)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 HOLD FOR FUTURE USE

(D)

(D)

KINGDOM TELEPHONE COMPANY
of Auxvasse, Missouri

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1st Revised Sheet No. 4-25
Cancels Original Sheet No. 4-25

LOCAL EXCHANGE SERVICE

4. Local Exchange Service

4.9 HOLD FOR FUTURE USE

(D)

(D)

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Renee' Reeter
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65251

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KINGDOM TELEPHONE COMPANY
of Auxvasse, Missouri

P.S.C. MO. NO. 2
6th Revised Sheet No. 4-26
Cancels 5th Revised Sheet No. 4-26

LOCAL EXCHANGE SERVICE

4. Local Exchange Service

4.9 HOLD FOR FUTURE USE

(D)

(D)

Issued: November 30, 2016

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Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65251

Effective: January 1, 2017

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Service Commission
JI-2017-0096

LIFELINE SERVICE

4.10 Lifeline Service

(T)

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.kingdomtelco.com>

4.11 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.kingdomtelco.com>

(T)

KINGDOM TELEPHONE COMPANY
of Auxvasse, Missouri

P.S.C. MO. NO. 2
3rd Revised Sheet No. 4-28
Cancels (see below)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

CANCELLING P.S.C. MO. NO. 2:

2nd Revised Sheet No. 4-28

2nd Revised Sheet No. 4-29

Original Sheet 4-30

Original Sheet 4-31

(N)

(N)

(D)

(D)

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Auxvasse, MO 65251

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CUSTOMER ACTIVITY CHARGES

APR 3 1997

5. Customer Activity Charges

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Public Service Commission

5.1 General

- A. The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.
- B. Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.
- C. Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.
- D. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer, will be charged for on the basis of labor cost and overhead incurred.

5.2 Types of Customer Activity Charges

A. Initial Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Initial Service Order Charges are caused by customer requests only.

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MO. PUBLIC SERVICE COMM

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CUSTOMER ACTIVITY CHARGES

APR 3 1997

5. Customer Activity Charges (Cont'd)

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5.2 Types of Customer Activity Charges (Cont'd)

A. Initial Service Order Charge (Cont'd)

1. One Initial Service Order charge is applicable for each request for the establishment of a service.
2. Only one initial service ordering charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.
3. An initial service ordering charge is not applicable to restoral of service that has been disconnected for nonpayment.
4. Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

B. Subsequent Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for a change in their present service at the existing premises.

One Subsequent Service Order Charge is applicable for each of the following:

1. Move, change or addition of a service at an existing premises.
2. Addition to, or change in, a directory listing.
3. Change in telephone number.

C. Service Installation Charge

This charge is applicable when work is performed in the central office and/or outside plant in association with installing Local Exchange service and/or other services utilizing outside plant facilities.

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MO. PUBLIC SERVICE COMM

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CUSTOMER ACTIVITY CHARGES

APR 3 1997

5. Customer Activity Charges (Cont'd)

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Public Service Commission

5.2 Types of Customer Activity Charges (Cont'd)

C. Service Installation Charge (Cont'd)

1. One service installation charge is applicable to the following:
 - a. The provision of each access line in association with any of the services provided by the Company including the following:

Local Exchange Service
Payphone Service
Off Premises Extensions
Foreign Exchange Service

2. Each move of the established service drop and/or the associated station protection device.

D. Programming Change Charge

Applicable to programming the central office or remote office switching equipment data base for the purpose of providing or enabling additional services or features on an existing local exchange service or for changing those services at a customer's request.

1. One programming charge is applicable for each service order requiring programming or reprogramming of central office or remote office data base.
2. Programming charges are not applicable when service is assumed by a different customer and there is no change of telephone number or service features or when a service installation charge is applicable.

E. Service Reconnection Charge

A Service Reconnection charge is applicable to each restoration of service that has been temporarily disconnected for nonpayment.

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Tom Blevins
Kingdom Telephone Company
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Auxvasse, MO 65231

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CUSTOMER ACTIVITY CHARGES

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5. Customer Activity Charges (Cont'd)

APR 3 1997

5.2 Types of Customer Activity Charges (Cont'd)

MISSOURI
Public Service Commission

F. Centrex

The Centrex Installation Charge shall only be assessed when a new Centrex account is established. This charge will be assessed in addition to other Customer Activity Charges that are applicable to residence or business lines activated to establish the Centrex service. Changes to existing Centrex accounts shall be treated as other changes to a customer's account and assessed other Customer Activity Charges as appropriate. Rates for the Centrex Installation Charge will be based on the type of Centrex Service (Centrex I/Centrex II) that is established.

G. Direct Inward Dial Installation Charge

The Direct Inward Dial Installation Charge will be assessed for the identification and establishment of each group of 10 line numbers that is requested and assigned to a Direct Inward Dial customer. This charge does not apply to centrex.

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- B. Disconnection of service for nonpayment of charges due. However, the charge applicable for reconnection of that service is specified under Section 5.4.E.
- C. For all activities related to services for Directors and/or employees.
- D. A complete or partial termination of service.
- E. Service re-established after destruction of the customer's premises by an Act of God or a public enemy, whether at the same or another location.
- F. Changes from nonpublished or non-listed directory listings to published directory listings using the same telephone number.
- G. Change of billing address.

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Tom Blevins
Kingdom Telephone Company
211 South Main Street
Auxvasse, MO 65231

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CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges (Cont'd)

5.4	<u>Rates</u>		<u>Reference</u>
A.	Initial Service Order Charge	\$7.20	5.2.A
B.	Subsequent Service Order Charge	\$5.00	5.2.B
C.	Service Installation Charge	\$20.00	5.2.C
D.	Programming Change Charge	\$5.00	5.2.D
E.	Service Reconnection Charge	\$15.00	5.2.E
F.	Centrex Establishment		5.2.F
	1. Centrex I	\$50.00	
	2. Centrex II	\$80.00	
G.	Direct-Inward-Dialing Service Charge, not applicable to Centrex		
	Establish or add a group of 10 lines	\$10.00	5.2.G

5.5 Waivers

- A. Non-recurring charges for establishing 900 blocking services will be waived for 60 days from the date the customer established services.
- B. The company reserves the right to block 900 service should the subscriber to the service fail or refuse to pay the incurred billing for two (2) or more months. An exception can be made should a subscriber file a complaint regarding a particular pay-per-call program.
- C. Non-recurring charges for adding Enhanced Calling Features will be waived for existing customers with established services. (T)
(T)

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Missouri Public
Service Commission
JI-2012-0811

CUSTOMER ACTIVITY CHARGES

HOLD FOR FUTURE USE

(N)

(D)

(D)

CUSTOMER ACTIVITY CHARGES

HOLD FOR FUTURE USE

(N)

(D)

(D)