

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESTable of Contents

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General

1. Centrex Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Centrex feature packages as set forth in Paragraph A.4. following. A system may not be provided for stand alone service only and access to the Company's Exchange Network must be provided by the Company.
2. If remote units are required to provide switching capabilities for intracomunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Centrex Service are provided by and remain the property of the Company.
3. Centrex Service will be provided under this tariff for a minimum of three Centrex lines. (D)
4. Centrex Service offers Feature Packages 1000, 2000 or 3000 shown below. Feature capabilities may vary depending on the type of host central office equipment. (D)
 - a. Features provided via Centrex Service from host central office interface equipment and software include:

Basic Centrex: Automatic Identification of Outward Dial (AIOD), Direct Inward Dialing, Direct Outward Dialing, Distinctive Ringing, Station-to-Station Calling, and Touch Call.

Issued: April 23, 2013

Effective: June 1, 2013

W.F. Provance, President
BPS Telephone Company
P.O. Box 550, 120 Stewart Street
Bernie, MO 63822-0550

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Missouri Public
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JI-2013-0472

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A. General

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4. (Cont'd)

- a. Features provided via Centrex Service from host central office interface equipment and software include: (Cont'd)

Series 1000 - Call Forwarding (Busy, All, No Answer), Call Hold, Call Pickup, Call Transfer, Call Waiting, Cancel Call Waiting, Code Call Access, Consultation Hold, Dial Pulse, Direct Inward Dialing, Direct Outward Dialing, Distinctive Ringing, Flexible Intercept, Hunting (Sequential), Last Number Redial, Make Busy (Terminal/Group), Music-on-Hold, Paging Access, Speed Calling (Changeable), Speed Calling Individual (Short), Station-to-Station Dialing, Stop Hunt, Three-Way Calling.

Feature Package 1000 - Call Alternation, Call Forwarding, Call Hold, Call Pick Up-Direct, Call Pick Up-Extended, Call Pick Up-Group, Call Waiting/Cancel, Call Waiting Originating, Call Waiting Terminating, Call Transfer, Consultation Hold, Directory Number Hunting, Hunting (Pilot Number), Hunting (Secretarial), Last Number Redial, Speed Calling 6 (Individual), Speed Calling 8 (Individual), Station Restriction, Three-Way Calling, and Toll Restriction.

- * Series 2000 - Series 1000 plus: Attendant Busy Verification, Attendant Call Transfer, Attendant Camp On, Attendant Control of Trunk Group Access, Attendant Conference (Small), Attendant Hold, Attendant Position Busy, Attendant Recall, Auto Callback, Automatic Call Splitting, Call Park, Code Restriction, Data Privacy, Dictation Access and Control, Direct Connect, Distinctive Call Waiting Tones, Emergency Bureau Access, Executive Busy Override, FX Facilities Access, Fully Restricted Service, Hunting (Distributive), Meet Me Conference, Night Service (Fixed, Flexible), On-Hook Queuing, Speed Calling Group, Station Conference (Small), Toll Restricted Service, Uniform Call Distribution.

- * Centrex Series 1000 and Series 2000 is offered subject to the availability of suitable facilities. See 4 a.
- * Attendant features require the use of a Centrex System Interface. See E.2. following.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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- a. Features provided via Centrex Service from host central office interface equipment and software include: (Cont'd)

Feature Package 2000 - Centrex Feature Package 1000 plus the following features: Automatic Callback, Call Park (Multiple), Circular Hunting, Data Line Security, Multiple Classes of Service, Saved Number Redial, Speed Call 30 (Group/Shared) and Uniform Call Distribution (UCD) Hunting.

Series 3000 - Series 1000 and 2000 plus: Authorization Codes, Automatic Route Selection, Call Waiting (Originating), Directed Call Pickup, Expensive Route Warning Tone, Off Hook Queuing, Remote Access to Business Group Features, Speeding Calling Individual (Long), Station Message Detail Recording, Time of Day Routing.

Feature Package 3000 - Centrex Feature Packages 1000 and 2000 plus the following features: Call Forwarding (Busy, No Answer Split), Call Forwarding/Incoming, Call Forwarding/Within Group, Executive Busy Override, Multi-Level Restriction, Off-Hook Queuing, Remote Access to Features, Ringback Queuing, and Speed Call 30 (Individual).

Optional Features: Authorization Codes (per group of 10), Automatic Route Selection (Expensive Route Warning, Facilities Restriction Level, and Time of Day Routing), Code Call Access, Conference Calling, Data Link Console Interface, Dictation Access and Control, Flexible Night Answer, FX Access, Identification-Multiple Directory Numbers, Mixed Night Answer, Music-On-Hold Interface, Non-Data Link Console Interface, Paging/Public Address Access, Pilot Number of Hunt Groups, Predetermined Night Answer-Fixed, Preferential Hunting, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement, Speed Call 30 (System), Station Message Detail Recording, Stop Hunt, T-1 Access, Terminal Make Busy, Tie Facility Access, Universal Night Answer, WATS Access, and 800 Service Access.

- * Centrex Series 3000 is offered subject to the availability of suitable facilities. See 4 a.

Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

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4. (Cont'd)

b. Definitions of Features

A customer subscribing to one of the packages may order additional optional features at the rates shown in E.1 following.

Basic Centrex Service includes the following basic features:

Automatic Identification of Outward Dial (AIOD) - This feature identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - This feature allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - This feature permits a station user to determine by the cadence of the ringing, whether a call is originated internally or externally.

Station-to-Station Calling - This feature allows station users to call each other using abbreviated dialing.

Touch Call - This feature equips all station lines for touch call dialing.

Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Centrex Service Feature Packages 1000, 2000 or 3000 are offered at rates and charges shown following. Feature capabilities may vary depending on the type of host central office equipment. Following are feature series and associated definitions:

Feature Package 1000

Call Alternation - This feature allows a station user to hold one call, make another call, and then talk alternately between the two parties.

Call Forwarding - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only call reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user.)

Call Hold - This feature allows a station user to place a call in progress on hold.

Call Pick Up-Direct - This feature permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group - This feature permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - This feature cancels Call Waiting for the duration of one call by dialing an access code.

Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

Call Waiting Originating - This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

Call Waiting Terminating - The feature alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - This feature allows a station user to transfer a call to another party.

Consultation Hold - This feature allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Directory Number Hunting - This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Hunting (Pilot Number) - This feature provides for the distribution of calls in a hunt group.

Hunting (Secretarial) - This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.

Speed Calling 6 (Individual) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit. (Available in the DMS-100/5ESS only)

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Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

Speed Calling 8 (Individual) - This feature allows a user to dial an individual list of selected numbers using one or two digits. (Available in the GTD-5 only)

Station Restriction - This feature allows a station to be fully restricted or semi-restricted. Fully restricted blocks calls to and from the attendant in addition to those from outside the customer business group. Semi-restricted permits the customer to have selected station(s) restricted from receiving any calls from outside the customer business group. Intercom calls and private facilities are accessible.

Three Way Calling - This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - This feature prevents customer designated stations from placing any chargeable calls.

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Effective: April 1, 1996
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b. Definitions of Features (Cont'd)

Feature Package 2000 (The features below are in addition to the Feature Package 1000 Package features)

Automatic Callback - This feature enables a station user encountering a busy station, go on-hook, and be called back when the busy station becomes idle.

Call Park-Multiple - This feature permits a station user to place one or more calls on hold and later retrieve the call (calls) from his station or another station in the customer business group.

Circular Hunting - This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will begin with that line and continue through the member previous to the one dialed.

Data Line Security - This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service - This feature assigns each station a class of service which defines its calling privileges and any features restricted from its use.

Saved Number Redial - This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call 30 (Group/Shared) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Uniform Call Distribution (UCD) Hunting - This feature provides for call distribution in a hunt group by connecting to the one which has been idle longest. (Applies to Circular Hunt only)

Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

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4. (Cont'd)

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b. Definitions of Features (Cont'd)

Feature Package 3000 (The features below are in addition to the Feature Package 1000 and Feature Package 2000 Package features)

Call Forwarding (Busy, No Answer Split) - Single feature which allows the customer to specify the destination of a forwarded call based on the call being an intra-system call or an inter-system call (DMS Only).

Call Forwarding/Incoming - This feature restricts call forwarding of all calls to those from outside the business group.

Call Forwarding/Within Group - This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override - This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Multi-Level Restriction - This feature permits the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NNX) or a six-digit area code (NPA) and NNX basis.

Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.

Remote Access to Features - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

Issued: February 7, 1996

Effective: April 1, 1996

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 3000 (The features below are in addition to the Feature Package 1000 and Feature Package 2000 Package features)
(Cont'd)

Ringback Queuing - This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call 30 (Individual) - This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

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Issued: February 7, 1996

Effective: April 1, 1996

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES (The features below can be ordered individually at the rates shown under E.1. following.)

(D)

Authorization Codes (per group of 10) - This feature permits the caller to dial codes which grant the caller privileges associated with the authorization code, rather than those associated with the station or remote location from which the call is being made.

Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.). This feature also includes:

Expensive Route Warning - This feature provides a warning tone indicating a route determined to be expensive for a given location that has been selected.

Facilities Restriction Level - This feature allows each station and each facility access in the business group to be assigned a restriction level for use with Automatic Route Selection (ARS).

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Code Call Access - This feature provides access to customer provided code calling signaling services.

Conference Calling - This feature permits a station user or attendant to form a conference with a maximum of six or eight parties, including other stations and/or parties reached over trunks.

(D)

Issued: April 23, 2013

Effective: June 1, 2013

W. F. Provance
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Bernie, Missouri

Filed
Missouri Public
Service Commission
JI-2013-0472

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES (The features below can be ordered individually at the rates shown under E.1. following.) (D)

Data Link Console Interface - This feature allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Centrex lines at rates specified in this tariff.)

Dictation Access and Control - This feature provides for station access to customer provided dictation equipment.

Flexible Night Answer - This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number. (Requires Data Link Console.)

FX Access - This feature provides InterMSA and IntraMSA access to and from a remote exchange network via dedicated trunk facilities.

Identification-Multiple Directory Numbers - This feature enables the attendant to identify an incoming call by directory number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called. (Requires Data Link Console.)

Music-on-Hold Interface - This feature provides access to a common music source for use with call hold, transfer, park, and queuing features.

(D)

Issued: April 23, 2013

Effective: June 1, 2013

W. F. Provance
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JI-2013-0472

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES (The features below can be ordered individually at the rates shown under E.1. following.)

(D)

Non-Data Link Console Interface - This feature allows the use of a multiline attendant instrument designed specifically for console service. A physical pair is required for each loop at rates shown elsewhere in the Company's tariffs.

Paging/Public Address Access - This feature provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - Directory number used to access a hunt group (no associated cable pair required).

Predetermined Night Answer-Fixed - This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure. (Requires Data Link Console.)

Preferential Hunting - This feature assigns hunting to an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility and goes on-hook.

Proprietary Set Interface - This feature provides capability for central office connectivity for business proprietary sets.

(D)

Issued: April 23, 2013

Effective: June 1, 2013

W. F. Provance
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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES (The features below can be ordered individually at the rates shown under E.1. following.)

(D)

Pseudo Number - This feature provides an additional telephone number when used in conjunction with business proprietary sets.

Recorded Announcement - This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

Speed Call 30 (System) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Station Message Detail Recording - This feature produces call detail of all trunk calls in and out of the customer business group that are made to both physical trunks and simulated facility groups.

Stop Hunt - This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

T-1 Access - This feature connects a digital facility to a switching system dedicated to a specific customer.

Terminal Make Busy - This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

Tie Facility Access - This feature provides access to tie line facilities which connects the customer business group to another CENTREX, PABX or similar facility.

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Issued: April 23, 2013

Effective: June 1, 2013

W. F. Provance
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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES (The features below can be ordered individually at the rates shown under E.1. following.) (D)

Universal Night Answer - When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This also allows transfer of calls during commercial power failure. (Requires Data Link Console.)

WATS Access - This feature provides the customer access to an inter-exchange carrier for bulk toll calling.

800 Service Access - This feature permits 800 Service Access to terminate in the Centrex Service System.

(D)

Issued: April 23, 2013

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Effective: June 1, 2013

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B. Liability of the Telephone Company

1. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service Features. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:
 - a. The negligence or willful act of the customer,
 - b. Customer provided facilities, or
 - c. Electric power failure where the customer furnishes such electric power.
2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Centrex Service Features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

C. Conditions

1. The Company will furnish one alphabetical directory listing on a per Centrex summary account, without charge. Additional listings are offered subject to the provisions set forth in this Tariff.
2. The rates and charges shown for Centrex Service apply to establishment of Centrex Service only. Appropriate Service Charges, excluding the Central Office Line Connection Charge, set forth in Section 2 of the Company's General Exchange Tariff apply to installation of a Centrex Service system up to and including the Standard Network Interface. In the case of Centrex Service customer moves within the same exchange area, appropriate service charges, including the Central Office Line Connection Charge, will apply. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, Missouri

APR 1 1996
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CENTREX SERVICES

C. Conditions (Cont'd)

2. Hold for future use

3. Hold for future use

4. Hold for future use

(D)

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Issued: April 23, 2013

Effective: June 1, 2013

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JI-2013-0472

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C. Conditions (Cont'd)

4. Hold for future use

(D)

5. When Centrex Service is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.

(D)

- a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, Per Technician	\$26.75	\$16.75
(2) Overtime, Outside the Business Day, per Technician*	29.65	19.65
(3) Premium Time, Outside the Business Day, Per Technician*	35.45	25.40

*A call out of a Company employee at a time outside of the business day is subject to a minimum charge of four hours.

Issued: April 23, 2013

Effective: June 1, 2013

W.F. Provance
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Service Commission
JI-2013-0472

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C. Conditions (Cont'd)

5. (Cont'd)

- b. Basic Time rates apply for the time the Telephone Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Telephone Company approved holidays.
- 6. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
 - a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
 - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
- 7. Rotary dial stations may not be capable of accessing all Centrex Service features as set forth in A.4. of this Section.
- 8. A Centrex line may be extended to a location outside the same continuous property of the Centrex customer to any location. Mileage Charges, as set forth in the Company's Tariffs, will apply to such off-premises extension lines. Such charges shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.
- 9. Centrex Service system lines are not subject to Business Basic Exchange Service Rates or Zone Rate Differentials set forth in Section 4 of the Company's General Exchange Tariff.
- 10. EAS charges are applied on a per trunk basis (e.g., per the number of network accesses), at the business rate, as set forth in Section 4 of this Tariff.
- 11. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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C. Conditions (Cont'd)

12. This Tariff (including the rates and charges show herein) for Centrex Service is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.
13. Service lines may be terminated on PABX or equivalent type system. A PABX termination rate will be applied per line in addition to the applicable line rate.
14. Hold for future use

15. If a customer requests an upgrade of an existing Feature Series (e.g., from Series 1000 to 2000, 1000 to 3000, or from Series 2000 to 3000), his existing per line rate will be changed to reflect the appropriate rate applicable to the new Feature Series, as set forth under D. Rates and Charges.

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Issued: April 23, 2013

Effective: June 1, 2013

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JI-2013-0472

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C. Conditions (Cont'd)

16. If a customer chooses to combine Centrex Service stations terminating at different locations into a single Centrex Service system then all stations must be served by the same central office switching equipment.
17. The Centrex rate in a Foreign Exchange (FX) or Foreign Central Office (FCO) arrangement is the monthly rate for the Centrex Service desired, plus FX or FCO charges as shown elsewhere in the Company's tariffs.
18. Private Line arrangements connected with Centrex Service are subject to applicable rates and charges shown elsewhere in the Company's tariffs.
19. Certain Optional Feature capabilities as shown under E.1. may not be compatible with other Packages or Optional features.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICES

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

a. The Centrex Service line rate for 3-99 lines is listed below.

b. The following rate applies until the service is discontinued:*

(1)	<u>Monthly Price</u>	<u>GSEC</u>	<u>Monthly Rate</u>	
	(a) 3-99 lines, per line	CEN25G	\$26.85	(I)

* In addition to the line rate, Feature Series rates apply as specified in D.2. following.

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICES

D. Hold for future use

(D)

Issued: April 23, 2013

Effective: June 1, 2013

W.F. Provance
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Bernie, Missouri

Filed
Missouri Public
Service Commission
JI-2013-0472

GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICES****CENTREX SERVICES****D. Rates and Charges (Cont'd)**

2. In addition to the rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.

- a. The following Feature Service rates apply per line for as long as the system is in service.

	<u>GSEC</u>	<u>Monthly Rate</u>
Feature Package 1000, per line	CENFS 1000	\$1.50
Feature Package 2000, per line	CENFS 2000	\$2.20
Feature Package 3000, per line	CENFS 3000	\$2.55

- b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	45-45	10
6-7	3	46-50	11
8-9	4	51-65	12
10-11	5	66-75	13
12-15	6	76-100	14
16-20	7	101-125	15
21-30	8	126-150	16
41-40	9	151-175	18
		176-200	20

- c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network Access, each trunk	CEN TK	\$26.85

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D. Rates and Charges (Cont'd)

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2. (Cont'd)

- d. Centrex Service and features may be extended to PBX Trunk customers at the rate per trunk as listed below. This rate will be applied in addition to the Centrex line rates as set forth in D.1.b. preceding.

Monthly Rate

- (1) Centrex PBX Trunk
add-on rate, per line (CEN PBXTRKADD) \$ 5.00

- e. Appropriate Service Charges, excluding the Line Connection Charge, set forth in Section 5 of this Tariff apply to installation of Centrex Service system up to and including the Network Interface.
- f. All subsequent line and/or feature additions, deletions or changes will be subject to rates set forth in C.5.a. preceding or D.2.g. following.
- g. Centrex data base program changes resulting from customer requested work activities.

GSECNonrecurring
Charges

When the change is made to:

- (1) establish a new line,
- (2) change the class of service
mark for an existing line,
- (3) establish or change a line's
dial call pickup group
assignment or feature series or
- (4) for any other modification in
service.

- (a) First line programmed or
reprogrammed

NPCE2I

\$25.00*

- (b) Each additional line programmed
or reprogrammed

NPCE2A

2.50*

- * In addition, Service Charges, excluding the Line Connection Charge, as set forth in Section 5 of this Tariff will apply.

Issued: February 7, 1996

Effective: April 1, 1996

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E. Optional Centrex Services

1. Optional Features*

	<u>GSEC</u>	<u>MONTHLY RATE</u>
Authorization Codes (per group of 10)	CEN ATHCDSM	\$ 0.05
Automatic Route Selection, per line	CEN ARSM	2.00
Code Call Access (1)	CEN CCACCM	20.00
Conference Calling	CEN CONCLGM	90.00
Data Link Console Interface	CEN DLCIM	70.00
Dictation Access and Control (1)	CEN DICALM	20.00
Flexible Night Answer (6) (7)	CEN FNAM	0.20
FX Access	CEN FXALLM	6.00
Identification-Multiple Directory Numbers (6)	CEN MLNM	0.10
Music-on-Hold Interface (1)	CEN MOHM	20.00
Non-Data Link Console Interface (8)	CEN NDLCIM	50.00
Paging/Public Address Access (1)	CEN PGALLM	20.00
Pilot Number of Hunt Groups	CEN PNHGM	0.05
Predetermined Night Answer-Fixed (6)	CEN PNAM	0.20
Preferential Hunting (2)	CEN PRHNTGM	0.05
Priority Queuing (4)	CEN PRQUEM	1.00
Proprietary Set Interface	CEN PSIM	5.00
Pseudo Number Flat Rate Service(9)	PSEUDOF	6.00
Recorded Announcement	CEN RANCUSM	15.00
Speed Call 30 (System)	CEN SC30SM	0.10
Station Message Detail Recording, per line	CEN SMDRM	0.50
Stop Hunt (2) (3)	CEN STPHNTM	0.75
T-1 Access	CEN TIM	300.00
Terminal Make Busy (3)	CEN TRMMBM	0.50
Tie Facility Access	CEN TFAM	6.00
Universal Night Answer (1) (5) (6)	CEN UNAM	0.10
WATS Access	CEN WTSACCM	1.00
800 Service Access	CEN 800 SVCALLM	1.00

- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Requires listed directory number.
- (6) Requires data-link console.
- (7) Requires PNA and UNA
- (8) Requires multiline appearances normally assigned to a rotary hunt group.
- (9) Appropriate Feature Series rate applies per Pseudo Number.
- * The charges apply to initial and subsequent additions of Optional Feature.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICES

CENTREX SERVICES

E. Optional Centrex Services (continued)

(T)

2. IP Centrex Service

Centrex Services may be provided via Internet protocol and offered to business and institutional customers on an individual case basis (ICB) where facilities are available.

Some optional features may not be offered on an IP-basis.

Issued: June 12, 2015

Effective: July 12, 2015

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Missouri Public
Service Commission
JI-2015-0364

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICES

F. HOLD FOR FUTURE USE

(D)

Issued: April 23, 2013

Effective: June 1, 2013

W.F. Provance
President
Bernie, Missouri

Filed
Missouri Public
Service Commission
JI-2013-0472

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICES

F. HOLD FOR FUTURE USE

(D)

Issued: April 23, 2013

W.F. Provance
President
Bernie, Missouri

Effective: June 1, 2013

Filed
Missouri Public
Service Commission
JI-2013-0472

GENERAL AND LOCAL EXCHANGE TARIFF

RECEIVEDSPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

FEB 7 1996

A. General

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1. Definition

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following three categories:
 - 1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
 - 2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
 - 3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICE (9-1-1)MISSOURI
Public Service Commission

A. General (Cont'd)

2. Definition of Terms

- a. Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.
- b. ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.
- c. Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.
- d. Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.
- e. ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.
- f. Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.
- g. Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICE (9-1-1)MISSOURI
Public Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

- h. Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.
- i. Emergency Response Agency - For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.
- j. Emergency Service Number - An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.
- k. End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

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A. General (Cont'd)

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2. Definition of Terms (Cont'd)

- l. Host Provider - The telephone company that serves exchanges within the customer's serving area and provides 9-1-1 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.
- m. Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).
- n. Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.
- o. Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.
- p. Public Safety Answering Point (PSAP) - Primary - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.
- q. Public Safety Answering Point (PSAP) - Secondary - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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A. General (Cont'd)

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Public Service Commission

2. Definition of Terms (Cont'd)

- r. Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.
- s. Subscriber - A person or business that orders access line service from a telephone company.
- t. Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the host provider.

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only.
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

Issued: February 7, 1996

Effective: April 1, 1996

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Public Service CommissionerEMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

3. Conditions (Cont'd)

- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
- e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

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A. General (Cont'd)

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3. Conditions (Cont'd)

- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in GTE standard format to the customer for inclusion in the E9-1-1 database.
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized.

Issued: February 7, 1996

Effective: April 1, 1996
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A. General (Cont'd)

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4. Customer Obligation

- a. Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- b. The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - 1) The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the PSAP.
 - 2) The primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
 - 3) Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

Issued: February 7, 1996

Effective: April 1, 1996

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95 - 135
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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

c. (Cont'd)

- 4) Each primary PSAP shall and each secondary PSAP should subscribe to at least three lines as follows:

- a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.
- b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.
- c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

- 5) If a Selective Router is not used each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

- d. The customer shall promptly notify the Company in the event the system is not functioning properly.

Issued: February 7, 1996

Effective: April 1, 1996

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A. General (Cont'd)

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4. Customer Obligation (Cont'd)

- e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all points served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- f. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing BPS information while acting as the host provider of 9-1-1 service to the customer which purchases BPS services under this Tariff must agree to abide by the terms and conditions which relate to the protection of BPS provided information. The customer of any connecting company purchasing BPS information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:
- 1) Maintenance of a log which will record all 9-1-1 calls placed to a customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the 9-1-1 system database. The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

Issued: February 7, 1996

Effective: April 1, 1996

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APR 1 1996
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A. General (Cont'd)

4. Customer Obligation (Cont'd)

f. (Cont'd)

- 2) The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.
 - 3) All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
 - 4) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by a person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.
- g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.
- h. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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A. General (Cont'd)

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Public Service Commission

5. Liability

- a. The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.
- c. The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 service.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability (Cont'd)

- d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services such as PBSS or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidents, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. the customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities or otherwise affect its telephone operations.

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability (Cont'd)

- g. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 the carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- I. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service

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1. B9-1-1 (Basic 9-1-1 Service)

- a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
- b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- c. The following rate elements apply to a typical B9-1-1 arrangement:
 - 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - 2) 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The business individual line and/or business trunk or key business line rate is applicable.
 - 3) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.
 - a) Mileage - Applicable to each trunk on a per airline mile basis.
 - b) Trunk Termination - Applicable to each end of each trunk terminated.
 - d) Additional 9-1-1 Features, as described in this Tariff, are Available with 9-1-1 Service where conditions permit.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

- 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
- 2) 9-1-1 Service Line - Same as B9-1-1 Service.
- 3) Interoffice Trunk
 - a) Mileage - Same as B9-1-1 Service.
 - b) Trunk Termination - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with C9-1-1 Service.

e. Additional 9-1-1 Features, as described in this Tariff, are available with C9-1-1 Service where conditions permit.

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Effective: April 1, 1996

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B. Description of Service (Cont'd)

3. E9-1-1 (ENHANCED 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

2) 9-1-1 Service Line - Same as C9-1-1 Service.

3) Interoffice Trunk

a) Mileage - Same as C9-1-1 Service.

b) Trunk Termination - Same as C9-1-1 Service.

4) Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers. (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When BPS is not responsible for the system's ALI database, paper record charge will not apply to all BPS records provided to the ALI database manager. The customer is responsible for the following:

a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunications service subscriber addresses and be based upon Company standards.

b) Advising the Company in a timely manner of any changes in the MSAG OR ESN assignments.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIALIZED SERVICES**EMERGENCY TELEPHONE SERVICE (9-1-1)****B. Description of Service (Cont'd)****3. E9-1-1 (Enhanced 9-1-1) (Cont'd)**

- b. In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply.
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit.

4. Optional Services**a. Selective Routing**

- 1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:
 - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addressed and be based upon company standards.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

1) (Cont'd)

b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

2) The following rate elements apply to Selective Routing:

a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESN's and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

c) Selective Router - The hardware and software that provided selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

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4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) (Cont'd)

- d) Selective Router Interface - A component of a Selective Routing System consisting of interface cards that enable a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

b. Alternate Network Routing (ANR)

- 1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers.
- 2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call maybe alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Services (Cont'd)

4. Optional Services (Cont'd)

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b. Alternate Network Routing (ANR) (Cont'd)

- 3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

- 4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:
- a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

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4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

4) (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternative path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

- 5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; The other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

6) Description of Teltone Switched Access System

- a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

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4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

6) Description of Teltone Switched Access System (Cont'd)

- b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
- c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and request ANI from the TDU, when the selective router is ready.

Included are on 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system, in the Company central office.

7) Description of Proctor Instant Network Backup System

- a) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.
- b) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

- c) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
- d) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.
- e) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

- f) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with tow (2) central office ground start line circuits.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

- g) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.
- h) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.
- i) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

- j) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring: feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).
- k) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

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b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

- 1) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver.
- m) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

8) Description of Tellular Phone Cell Services Equipment

- a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.
- b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.
- c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.
- d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

9) Customer Obligation

- a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.
- b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

Issued: February 7, 1996

Effective: April 1, 1996

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B. Description of Service (Cont'd)

5. Additional Service

a. Additional 9-1-1 Features

- 1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
 - a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains of the hook.
 - b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
 - c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- 2) Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

Issued: February 7, 1996

Effective: April 1, 1996

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C. Private Switch (PS) 9-1-1 Service

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1. Description

- a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

- 1) Automatic Number Identification (ANI) or
- 2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

- 1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
 - a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

Issued: February 7, 1996

Effective: April 1, 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

1) (Cont'd)

b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and

c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

Issued: February 7, 1996

Effective: April 1, 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- 1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

- (a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and
- (b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

Issued: February 7, 1996

Effective: April 1, 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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2. Conditions (Cont'd)

b. (Cont'd)

2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

c. The customer for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

Issued: February 7, 1996

Effective: **FILED** 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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3. Application for Service

- a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- 1) The business name and address of the PS Provider,
- 2) The name, address, and telephone number of the PS Provider's Site Administrator,
- 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

Issued: February 7, 1996

Effective: APR 1 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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4. Customer Obligations (Cont'd)

- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

Issued: February 7, 1996

Effective: APR 1 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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4. Customer Obligations (Cont'd)

- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

Issued: February 7, 1996

Effective: April 1, 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain the security.

Issued: February 7, 1996

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities or the employees or agents of any one of them.
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICES (9-1-1)MISSOURI
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C. Rates and Charges (1)

	Monthly Rate	Nonrecurring Charge
1. 9-1-1 Central Office Enabling, per central office.	See Section 12 Special Assemblies	
2. Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2) (911ANIPROVSPC)	\$ 69.00	\$ -
3. 9-1-1 Service Line		
a. Network Access Rate	See Section 4 Bus. Individ. Line and/or Bus. Trunk or Key Bus. Trunk rate.	-
4. Interoffice Trunking (intra- and interexchange)		
a. Mileage, per airline mile each trunk	See PSC MO. NO. 5 Private Line Tariff	
PLUS		
b. Trunk Termination per termination each trunk (3) (911COTERM, 911COTERM NRC)	\$ 21.00	\$ 150.00
(1) Rates applicable to facilities provided within BPS service territory. Connecting company rates apply to facilities located within connecting company service territory.		
(2) Special construction charges will apply when special assembly is required.		
(3) Does not apply to end terminating on a Selective Router. Applicable rate can be found under Selective Router Interface.		

Issued: February 7, 1996

Effective: April 1, 1996

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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C. Rates and Charges (1) (Cont'd)

		Monthly Rate	Nonrecurring Charge
5.	Automatic Location Identification (ALI) Database		
a.	Database Administration per database (911PSAPDBPSAP)		\$ -
	1-1000 Subscribers	\$ 190.00	
	Over 1000 Subscribers	380.00	
b.	Database		
1)	each BPS subscriber record record for which BPS will verify via the MSAG (2) (3) (911PSAPDBRCNGT, 911PSAPDBRCNGT NRC)	.04	.75
2)	each non-BPS subscriber record record for which BPS will verify via the MSAG (2) (3) (911PSAPDBRCNGT, 911PSAPDBRCNGT NRC)	.04	.35
6.	Selective Routing		
a.	Database Administration, per database (4)	8.50	2,461.00
	PLUS		
b.	Database, per second (4) (911SRDBLINE, 911SRDBLINE NRC)	.01	.14

- (1) Rates applicable to facilities provided within BPS service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Charges in addition to applicable connecting company/host provider charge.
- (3) Includes nonregulated telephone company records provided in BPS standard format.
- (4) These rates are in addition to ALI Database Processing rates.

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Issued: November 12, 1997

Effective: December 12, 1997

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EMERGENCY TELEPHONE SERVICE (9-1-1)MISSOURI
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Nonrecurring
Charge

C. Rates and Charges (1) (Cont'd)

6. Selective Routing

	Monthly Rate	
c. Selective Router, each (911 CE 1CTY, 911 CE 1CTY NRC)	\$ 1,363.00	\$ 13,280.00
d. Selective Router Interface, per trunk termination (911 TT 1CTY, 911 TT 1CTY NRC)	36.50	150.00

7. Alternate Network Routing -
Telnet Switched Access System (2)

a. Trunk Dial Unit (TDU)

1) Without Monitoring		
a) 1st trunk (911TDU, 911TDUNRC)	189.58	2,081.11
b) add'l trunk - in same c.o. (911CDUA, 911CDUANRC)	90.87	507.26

b. Call Answer Unit (CAU)

1) Without Monitoring		
a) 1st trunk (911CAUA, 911CAUANRC)	84.79	481.53
b) add'l trunk - in same c.o. (911CAUA, 911CAUANRC)	48.68	403.36

c. Call Transfer Unit (CTU)

1) Without monitoring		
a) 1st trunk (911CTU, 911CTUNRC)	88.55	755.76
b) add'l trunk - in same c.o. (911CTUA, 911CTUANRC)	42.68	375.44

(1) Rates applicable to facilities provided within BPS service territory.
Connecting company rates apply to facilities located within connecting
company service territory.

(2) Service and rates are offered via contract periods of sixty (60) months.

Issued: February 7, 1996

Effective: APR 1 1996

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C. Rates and Charges (1) (Cont'd)

Monthly
RateMISSOURI
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Charge8. Alternate Network Routing - Proctor
Instant Network Backup (INB) System (2)

a. INB Mini-Pac

1) Without monitoring		
a) 1st trunk	\$ 115.94	\$ 666.09
(911MINP, 911MINPNRC)		
b) add'l trunk - in same c.o.	101.24	507.26
(911MINPA, 911MINPANRC)		
2) With monitoring		
a) 1st trunk	129.64	666.09
(911MINPM, 911MINPMNRC)		
b) add'l trunk - in same c.o.	114.93	507.26
(911MINPMA, 911MINPMANRC)		

b. INB Shelf System

1) Without monitoring		
a) 1st trunk	163.72	755.76
(911CDUPSS, 911CDUPSSNRC)		
b) add'l trunk - in same c.o.	54.82	375.44
(911CDUPSSA, 911CDUPSSANRC)		
2) With monitoring		
a. 1st trunk	188.62	755.76
(911DCUM, 911CEUMNRC)		
b. add'l trunk - in same c.o.	59.18	375.44
(911CDUMA, 911DCUMANRC)		
3) Expansion Shelf	77.54	375.44
(911CDUSSX, 911CDUSSXNRC)		

- (1) Rates applicable to facilities provided within BPS service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Services and rates are offered via contract periods of sixty (60) months.

Issued: February 7, 1996

Effective: April 1, 1996

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D. Rates and Charges(1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
8. <u>Alternate Network Routing - Proctor Instant Network Backup (INB) System</u> (2)		
c. INB Responder Equipment		
1) PSAP Responder		
a) 1st responder (911CAUM, 911CAUMNRC)	\$130.85	\$589.16
b) add'l responder (911CAUMA, 911CAUMANRC)	127.58	589.16
2) Central Office Responder		
a) 1st responder (911CTUCO, 911CTUCONRC)	80.27	589.16
b) add'l responder (911CTUCOA, 911CTUCOANRC)	50.67	589.16
d. INB Line Switch or 4/2 Converter Card (911CONV2W, 911CONV2WNRC)	15.19	13.32
e. INB Cellular Transceiver (911CELLTRP, 911CELLTRPNRC)	66.50	507.26
f. INB Cellular Antenna		
1) 3 dB Antenna (911CELLANTP3, 911CELLANTP3NRC)	1.93	13.32
2) 9 dB Antenna (911CELLANTP9, 911CELLANTP9NRC)	10.67	124.35

- (1) Rates applicable to facilities provided within BPS service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Services and rates are offered via contract periods of sixty (60) months.

Issued: February 7, 1996

Effective: April 1, 1996

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D. Rates and Charges(1) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
9. Alternate Network Routing - <u>Tellular Phonecell Services Equipment(2)</u>		
a. Cellular Transceivers		
1) 1M Transceiver (911CELLTR1, 911CELLTR1NRC)	\$ 38.30	\$831.52
2) 4M Transceiver (911CELLTR4, 911CELLTR4NRC)	122.87	919.18
b. Cellular Antennas		
1) 3 dB Antenna (911CELLANTT3, 911CELLANTT3NRC)	2.06	13.32
2) 12 dB Antenna (911CELLANTT12, 911CELLANTT12NRC)	4.13	124.35

- (1) Rates applicable to facilities provided within BPS service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Services and rates are offered via contract periods of sixty (60) months

Issued: February 7, 1996

Effective: April 1, 1996

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D. Rates and Charges (Cont'd)

	Monthly Rate	Nonrecurring Charge
10. Private Switch (PS) 9-1-1 Service		
a. 9-1-1 Central Office Enabling	See Section 12, Special Assemblies	
b. Enable 9-1-1 Tandeming in Central Office(1)	See Section 12, Special Assemblies	
c. PS 9-1-1 Service Trunk		
1) Per trunk from Private Switch to serving Central Office(2)	See Section 4, Business Trunk rate	
d. 9-1-1 Service Line		
1) Facilities connecting PSAPs to their serving Central Office	See Section 4, Business Individual Line or Business Trunk rate	
e. 9-1-1 Transport/Transport Termination		
1) Per mile	See PSC MO. NO. 5 - Private Line Tariff	
2) Trunk Termination Per termination, each trunk	See Sheet 50 for trunk termination rates	

- (1) This fee will set up a Central Office to provide some level of 9-1-1 tandeming, based on the 9-1-1 network requirements. Because the cost depends on the type of switch involved, the technology used and the level of tandeming desired, prices must be individually established.
- (2) A minimum of two PS 9-1-1 Service Trunks are required from the Private Switch to the serving Central Office. The Private Switch, in some cases, may not be located at the end user location.

Issued: February 7, 1996

Effective: April 1, 1996

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D. Rates and Charges (Cont'd)

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Monthly Nonrecurring
Rate Charge

10. Private Switch (PS) 9-1-1 Service (Cont'd)

- f. PS ALI Subscriber Line Data Receipt
- Per PS ALI record

See Sheet 51 for ALI
Database Record rates

- g. PS ENTRY Full Site
Administration Package (1)
(PSALI1, PSALI1NRC)

\$150.02 \$512.28

- h. PS ALI Software Package
(PSALI2, PSALI2NRC)

16.45 266.21

- i. PS ALI LQ Parallel Printer
(PSALI3, PSALI3NRC)

34.38 201.18

- j. Payment Responsibility:

- 1) The 9-1-1 Customer will be charged for Rates a, b, d, e and f, plus any additional PSAP terminations.
- 2) The Private Switch (PS) Provider will be charged for Rates c, g, h and/or i.

- (1) This enables the Private Switch (PS) Provider's PS 9-1-1 Site Administrator to create ALI records in NENA Standard format in a computer database and upload PS End User records to the Company via modem. It provides limited database management capabilities to the PS End User records and enables receipt of downloaded PS End User record errors for correction. Some entry-checking features are incorporated to minimize chances of errors being entered. This software requires the PS Provider's Site Administrator to have access to a personal computer with an MS-DOS operating system, Version 3.1 or above, MS Windows software, sufficient RAM to operate MS Windows, a harddrive with ENTRY software, a modem with 2400 baud capability, communications software that will operate the modem, and transmit and receive data files using commonly accepted protocol, and a telephone line connection to the modem.

Issued: February 7, 1996

Effective: April 1, 1996

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SERVICES FOR ENHANCED SERVICE PROVIDERSMISSOURI
Public Service Commissioner

A. General

1. This tariff contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities, Services for Enhanced Service Providers (ESPs), expand the ability of ESPs to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by BPS Telephone Company, hereinafter referred to as the Company.
2. Services for ESPs are furnished only in central office areas where facilities and equipment, as determined by the Company, permit.
3. Services in this section of the tariff, designed primarily for ESPs are also available to others.

B. ESP Services

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in this Tariff. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

1. Message Waiting Indication - Audible - This service provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that call information is waiting for them. This service is used in conjunction with Forwarded Call Information - Intraoffice.

Issued: February 7, 1996

Effective: April 1, 1996

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B. ESP Services (Cont'd)

2. Forwarded Call Information - Intraoffice - This service provides information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

Customer subscribing to this service must also subscribe to Data Link service.

3. Data Link - The facility that connects the customer's location to the Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.
4. Queuing - This service provides customers subscribing to PBX Access lines or Digital Centrex lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

Issued: February 7, 1996

Effective: April 1, 1996

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B. ESP Services (Cont'd)

5. User Transfer - This service provides customers subscribing to PBX Access or Digital Centrex lines used in conjunction with ESPs equipment the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred the original line/trunk is cleared to place or receive another call.

C. Definitions

1. Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this Section of the Tariff.
2. Customer - The term "customer(s)" denotes an ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Section of the Tariff.
3. Enhanced Service Provider - An Enhanced Service Provider (ESP) is a provider of telecommunication related services to its patrons, offered over the Company transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the patron's transmitted information; provides the patron additional, different or restructured information; or involve patron interaction with stored information.
4. ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a call forwarding service or a forwarded call information service. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

Issued: February 7, 1996

Effective: April 1 1996

W. F. Provance
President
Malden, MissouriAPR 1 1996
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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SERVICES FOR ENHANCED SERVICE PROVIDERS

FEB 7 1996

D. Regulations and Conditions

MISSOURI
Public Service Commission

1. Undertaking of the Company

- a. The limitation of the Company's liability is set forth in this Tariff.
- b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any tariff of the Company.
- c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- d. If the Company finds the provision of ESP Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.
- e. ESP Services will not be provided in connection with Public Telephone Service, Semi-public Telephone Service, or Party Line Service.
- f. Charges for calls between the originating location and the call forward equipped line are applicable in accordance with regularly filed tariffs for operator station or person toll.
- g. The Company is not required to notify an ESP customer when the Company disconnects a service of another customer who is also the ESP's client.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, Missouri

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APR 1 1996
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D. Regulations and Conditions (Cont'd)

MISSOURI
Public Service Commission

2. Enhanced Service Provider's Obligations

- a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, state and local laws, rules and regulations.
- b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claims of libel or slander.
- c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's service.
- d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- e. The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

Issued: February 7, 1996

Effective: April 1, 1996

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D. Regulations and Conditions (Cont'd)

MISSOURI
Public Service Commission

2. Enhanced Service Provider's Obligations (Cont'd)

- f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's Tariff.
- g. The customer's premises equipment shall be interconnected in accordance with the Regulations and Conditions and applicable rates as set forth in this Section, Customer Provided Equipment. If the customer violates this requirement, the Company may disconnect the customer's service.
- h. Customers subscribing to the services outlined in this Section of the Tariff, are required to subscribe to PBX facilities or Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBXs or Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.
- i. The customer is responsible for disconnecting ESP Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with the Company.
- j. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.
- k. The ESP will not disclose the calling party's telephone number, except for services directly related to the call (e.g. call set-up, routing of calls, billing and maintenance), unless permission is given by the calling party.

Issued: February 7, 1996

Effective: April 1, 1996

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D. Regulations and Conditions (Cont'd)

3. Client Obligations

- a. Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

4. Billing and Remittance

- a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.
- b. The customer's services may be discontinued pursuant to the procedures set forth in this Tariff for failure to make full payment for the Company's services provided under this Tariff.

E. Rate and Charge Regulations

1. Any change to the customer's preselected telephone number to which client's telephone calls are redirected will incur applicable service ordering charges.
2. The ESP Bill Option as defined in this Section of the Tariff may only be exercised by a customer utilizing ESP Services to offer an enhanced service.
3. Unless otherwise indicated, services available to Centrex customers will be billed in accordance with the rates, charges, and conditions included in the Centrex Tariff as described in this Section.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, Missouri

APR 1 1996
95 - 135
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SERVICES FOR ENHANCED SERVICE PROVIDERS

F. Rates and Charges

MISSOURI
Public Service Commission
Monthly Nonrecurring
Rate Charge

	<u>GSEC</u>	<u>Rate</u>	<u>Charge</u>
1. Call Forwarding Busy Line - Fixed Per Client Line Arranged	ESPCFBF	*	**
2. Call Forwarding No Answer - Fixed Per Client Line Arranged	ESPCFNAF	*	**
3. Call Forwarding Busy/ No Answer - Fixed Per Client Line Arranged	ESPCFBNAF	*	**
4. Message Waiting Indication - Audible Per Client Line Arranged	ESPMWI	\$.50	**
5. Forwarded Call Information-Intraoffice Per Client Line Arranged	ESPFCI	1.00	**
6. Data Link Per Data Link Arranged	ESPLINK	300.00	\$500.00

* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

** Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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F. Rates and Charges (Cont'd)

	<u>GSEC</u>	<u>Monthly</u> <u>Rate</u>	<u>Nonrecurring</u> <u>Charge</u>
7. Queuing Per Centrex Line or Trunk Arranged	ESPQUE	\$ 1.50	**
8. User-Transfer Per Centrex Line or Trunk Arranged	ESPTRANS	1.50	**
9. When services as shown in F.3., F.4. and F.5. are ordered one each in a package for an individual subscriber's line	ESPVMPKG	2.00	**

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* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

** Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
President
Malden, Missouri

APR 1 1996
95 - 135
MO. PUBLIC SERVICE COMMISSION

Three-Digit Dialing Service (811)

(N)

A. General Regulations

1. The 811 Service is a locally assigned three digit abbreviated dialing code provided to a state One Call System ("SOCS") for use in providing advance notice of excavation activities to underground facility operators by way of voice grade facilities. Federal Communications Commission ("FCC") Docket 92-105 mandates that incumbent local exchange carriers in each local calling area make the 811 abbreviated dialing code available to a SOCS as a tariffed, local calling area based service (the "811 Service").
2. The 811 Service allows a Company subscriber to access a SOCS call center by dialing only the 811 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make, and the SOCS shall be able to receive, calls using the 811 Service as part of their local exchange service.
3. All 811 Service calls shall be local in nature and shall not result in any expanded area calling, intraLATA toll or interLATA long distance or pay-per-call charges to Company subscribers.
4. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXXX calling. The 811 Service is otherwise available wherever local service is available.
5. 811 Service is available from the Company within the Company's service area only. To provide access to 811 to end users in another company's service area or to a Competitive Local Exchange Carrier ("CLEC") end user within the local calling area, the SOCS must make appropriate arrangements with the other company or CLEC serving that territory. The SOCS should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.

B. Obligations of the SOCS

1. The SOCS may, but is not required to, submit a written application for 811 service to the Company which will include:
 - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 811 abbreviated code.

(N)

Issued: March 6, 2007

Effective: April 5, 2007

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Three-Digit Dialing Service (811)

(N)

B. Obligations of the SOCS (cont'd)

- b. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 811 Service.
 - c. Complete contact information.
2. If requested by the Company, the 811 provider shall assist the Company in responding to complaints made to the Company concerning 811 Service.
3. Local Calling for Company Subscribers
 - a. The SOCS, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate Extended Area Service ("EAS"), Metropolitan Calling Area ("MCA") service, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. The SOCS must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by SOCS.
 - c. The SOCS is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

C. Obligations of the Company

1. The Company shall provision the 811 Service in accordance with FCC directives and the terms of this tariff.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
3. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable SOCS to respond to such calls at SOCS established call centers.

(N)

Three-Digit Dialing Service (811)

C. Obligations of the Company (cont'd)

4. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The SOCS is responsible for making such operational tests as, in the judgment of the SOCS, are required to determine whether the Company's facilities are functioning properly for its use. The SOCS is responsible for promptly notifying the Company in the event the Company's facilities are not functioning properly.

D. Liability

1. The Company's entire liability to any person for interruption or failure of the 811 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
2. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the SOCS for the 811 Service and local exchange service for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
3. The Company is not liable for any losses or damages caused by the negligence of the SOCS.
4. The Company shall not be liable to the SOCS for any damages the SOCS may incur that result from any changes, modifications or rulings made by the FCC.
5. The Company will make every effort to route 811 calls to the SOCS call center, however, the Company will not be held responsible for routing mistakes or errors.
6. The 811 Service is provided solely for the benefit of the SOCS. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

A. GENERAL REGULATIONS

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0-operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
2. The Approved Information and Referral Service Provider's written application to establish 211 Service in Company local exchange must include the following:

*Indicates new rate or text

+Indicates change

Issued: February 14, 2008

Effective: March 15, 2008

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Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Cont'd)

- a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section 11.F.6.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
 - e. Complete billing and contact information.
3. Local Calling for Company Subscribers
- a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven digit telephone number that terminates within the Company local exchange's local calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
 - c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

Issued: February 14, 2008

Effective: March 15, 2008

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GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Cont'd)

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Service Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.

Issued: February 14, 2008

Effective: March 15, 2008

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GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Cont'd)

11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

Issued: February 14, 2008

Effective: March 15, 2008

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Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation, or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Tariff.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described elsewhere in this tariff. The Caller ID service will only provide calling number information as described elsewhere in this tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

Issued: February 14, 2008

Effective: March 15, 2008

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GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

E. OTHER TERMS AND CONDITIONS (Cont'd)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
 - b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.

Issued: February 14, 2008

Effective: March 15, 2008

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Missouri Public
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF
211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

F. RATES AND CHARGES (Cont'd)

3. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
 - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.
 - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies for each local exchange that continues to be excluded.
 - c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.
4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in Section 1 of this tariff will apply (for example, the B1, Federal Subscriber Line Charge and all applicable taxes and surcharges).

6. Rates		Nonrecurring Charge
a. Central Office Charge (per host Central Office)	\$	275.00
b. Exclusion Charge (per Exchange)	\$	300.00
c. Number Change Charge (per telephone number)	\$	40.00

Issued: February 14, 2008

Effective: March 15, 2008

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BPS TELEPHONE COMPANY

PSC MO. NO. 1
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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIAL ASSEMBLIES

FEB 7 1996

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Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
President
Malden, Missouri

APR 1 1996
95 - 135

MO. PUBLIC SERVICE COMM

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIAL ASSEMBLIES

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SPECIAL ASSEMBLIES FOR SPECULATIVE PROJECTS

MISSOURI

Public Service Commission

A. Special assemblies of equipment or speculative projects for which provision is not otherwise made in this Tariff may be provided where practicable if not detrimental to any of the services furnished by the Company.

1. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:

- Maintenance expense
- Depreciation expense--including reusable and nonrecoverable items
- Administration expense
- Taxes--including federal income tax
- Any other specific items of expense that may be associated with the facility provided
- A reasonable return on investment

2. The estimated installation cost used in the derivation of the various expense items shall include the following: (*)

- Material
- Material overhead
- Installation labor
- Installation labor overhead

3. The Company will provide an estimate of actual rates and/or charges to the customer prior to installation.

B. In connection with marketing and sales studies and marketing and sales programs, the Company reserves the right to waive Service Charges within specified areas for such periods of time as designated by the Company and approved by the Missouri Public Service Commission.

(*) Loaded labor includes costs which are direct in nature, and also includes indirect overhead costs which cannot be specifically assigned to projects. These indirect overhead costs include supervision, vehicle, house services, pension and payroll tax expenses. Other indirect costs such as vacation, sick time and meetings are also included. These costs are accumulated in a pool of costs and then are distributed as actual hours are worked.

Issued: February 7, 1996

Effective: April 1, 1996

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SPECIAL ASSEMBLIES

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SPECIAL ASSEMBLIES ITEMS - UNDER CONTRACT TARIFFSMISSOURI
Public Service Commission

A. General

When the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be determined on an Individual Case Basis (ICB). Such charges will be made available to similarly situated customers on a nondiscriminatory basis. ICB Rates will be structured to recover the Company's cost of providing the services. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission upon request on a proprietary basis.

Issued: February 7, 1996

Effective: April 1, 1996
FILED

W. F. Provance
President
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APR 1 1996
95-135
MO. PUBLIC SERVICE COMM

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SERVICES LIMITED TO EXISTING CUSTOMERS

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Issued: February 7, 1996

Effective: April 1, 1996

FILED

W. F. Provance
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~~RECEIVED~~SERVICES LIMITED TO EXISTING CUSTOMERSCOMBINATION CENTRAL OFFICE ACCESS LINE SERVICE - (Bridged Lines)

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A. General

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Public Service Commission

1. Combination central office access line service is intended to take care of situations where a customer wishes to contract for central office access lines at each of two separate locations (ordinarily each station will be assigned a separate telephone number) within the same exchange so as to be able to answer calls for one central office access line at the other central office access line location or both lines at either location.
2. Combination central office access line service is provided only in connection with nongrouped individual central office access lines (excluding coin box lines, key equipment, key cabinets and similar switching devices) and is furnished subject to the ability of the Company to provide satisfactory transmission and signaling arrangements and to the rate treatment outlined herein.
3. Combination central office access line service may be employed where one station is at a business location and the other at a residence or where both stations are at either business or residence locations. However, it is permitted only in connection with services contracted for and used by the same customer.

B. Rates and Charges

1. Each central office access line is charged for at the established one-party line business or residence rate, according to the classification of the service at each premises as to business or residence character.
2. Each central office access line is considered separately and the appropriate zone rate is applicable for one-party line service outside the base rate area.

Issued: February 7, 1996

Effective: April 1, 1996

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APR 1 1996
95 - 135

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SERVICES LIMITED TO EXISTING CUSTOMERSGROUP ALERTING AND DISPATCHING SERVICE

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A. General

MISSOURI
Public Service Commission

1. The quoted rates are based upon such limitations of liability as appear below and in other sections of this Tariff and would be higher if the liability were extended or unlimited. Group alerting and dispatching systems are furnished only subject to the following conditions and regulations:
 - a. The group alerting and dispatching system is supplied only for the benefit of the customer, and no other person shall derive any rights from the furnishing of the group alerting and dispatching system by the Company. When the group alerting and dispatching system is furnished to a corporation, city, town or municipality, no person other than the corporation, city, town or municipality, as a legal entity or governmental body, shall be deemed to be a customer and service furnished to any legal entity or governmental body shall not be interpreted, construed or regarded as being for the benefit of, or creating any contractual rights in or duty toward any individual connected with such corporation, or any individual resident of any city, town or municipality. Any benefit derived from the use of the group alerting and dispatching system by persons other than the customer is to be considered as incidental.
 - b. The rates charged for the group alerting and dispatching system do not contemplate constant monitoring by the Company to discover operating defects and malfunctions. The customer shall have the responsibility of discovering such operating defects and malfunctions, and assumes the duty of, and will make such tests as are in the judgment of the customer, required to determine whether the system is functioning properly. The customer shall notify the Company whenever the system is not functioning properly.

Issued: February 7, 1996

Effective: April 1, 1996

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APR 1 1996
95 - 135
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SERVICES LIMITED TO EXISTING CUSTOMERS

GROUP ALERTING AND DISPATCHING SERVICE

FEB 7 1996

A. General (Cont'd)

MISSOURI
Public Service Commission

1. (Cont'd)

c. The Company shall not be liable for any loss or damages arising out of interruptions, defects, failure or malfunctions of the group alerting and dispatching system which occur during the operation of the system until after it has been duly notified by the customer that the system is not functioning properly and the Company has had a reasonable time thereafter to correct such defect or malfunction. Damages arising out of interruptions, defects, failures or malfunctions of the system after the Company has been so notified, and has had a reasonable time to correct the same, shall in no event exceed an amount equivalent to the charges made for the system for the period following notice from the customer until service is restored. The customer indemnifies the Company against all loss or damage to persons or property occurring from the use, attempted use or failure of the group alerting and dispatching system before the Company has been notified as provided herein and before it has had a reasonable time to restore service.

2. Group emergency alerting and dispatching systems are available in all dial central office areas to facilitate the making of concurrent emergency calls to a fixed group or groups of numbers (individual line customers) to obviate the need for making individual calls to each number.

Issued: February 7, 1996

Effective: April 1, 1996

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SERVICES LIMITED TO EXISTING CUSTOMERSGROUP ALERTING AND DISPATCHING SERVICE

FEB 7 1996

A. General (Cont'd)

MISSOURI
Public Service Commission

3. The systems are restricted to a single central office unit when operated with general exchange service.
4. Group alerting and dispatching system equipment is provided only after written authorization is obtained from the responsible municipal, civic or other managing official having jurisdiction over the company, service, city, municipality, group, etc., for which such equipment is proposed to be installed.
5. Customer owned equipment and facilities used in connection with group alerting and dispatching systems, i.e., fire siren relays, monitor recording devices, shall not be located on the premises of the Company's central office building.
6. Service features, other than those regularly available with the standard group alerting and dispatching systems described herein, are furnished wherever practicable, if not detrimental to the service, and additional monthly and/or nonrecurring charges based on the costs incurred apply.
7. Where unusual installation and/or construction work is involved to provide a requested group alerting and dispatching system of associated service, the regulations as specified in the Special Assemblies Section of this Tariff will apply.
8. The customer shall furnish, install and maintain the commercial power and convenience outlets to properly operate any apparatus, equipment or customer owned device, to be used in connection with a group alerting and dispatching system provided by this Company.
9. The Company will furnish all lines and central office equipment required for such group alerting and dispatching systems.

Issued: February 7, 1996

Effective: April 1, 1996

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SERVICES LIMITED TO EXISTING CUSTOMERSGROUP ALERTING AND DISPATCHING SERVICE

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B. Number 5 Fire Reporting System

MISSOURI
Public Service Commission

1. Operation

- a. Individuals reporting fire emergencies dial a listed connector telephone number to activate the system located in the central office. The fire system causes all interconnected firemen's one-party line telephones to ring with a continuous distinctive ringing tone, except those lines which are busy. On busy firemen's lines, a special tone is applied informing such persons of the incoming fire call. When the busy fireman's line is made free, the system begins ringing such stations with continuous ring tone also.
- b. The calling party reports the emergency situation to the first fireman to answer the fire call and then disconnects. Even after a fireman, or firemen, have answered the fire call, the equipment will continue to ring the unanswered firemen's stations with continuous ringing tone until the completion of the equipment timing cycle. During this cycle, normally from six to eight minutes, the firemen are allowed to discuss the situation on an interconnected common talking circuit established by the fire equipment.
- c. Where desired, optional equipment permits any fireman to sound the fire siren by depressing a button at his special telephone instrument. The siren, or other signal, cannot be sounded until after the fire alarm system has been activated by the dialing of the listed fire number.
- d. The maximum capacity of the fire system is twenty (20) interconnected firemen's one-party station lines.

2. Rates and Charges

- a. The monthly rates below are in addition to all applicable monthly charges for exchange services or facilities provided to city fire departments, fire associations, volunteer fire departments, etc., and/or services provided to individual firemen interconnected with such equipment. Rates for exchange services or facilities are specified in this Tariff.

Issued: February 7, 1996

Effective: April 1, 1996

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95 - 135
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GROUP ALERTING AND DISPATCHING SERVICEMISSOURI
Public Service Commission

B. Number 5 Fire Reporting System (Cont'd)

2. Rates and Charges (Cont'd)

- b. Where special telephone instruments equipped with a button to be used for sounding the fire siren are required on the premises of firemen, such individuals must be a customer to individual line service at the location where the special instrument is to be installed. Fire reporting system telephones will not be provided in connection with party line service.

	<u>GSEC</u>	<u>Monthly Rate</u>
c. Basic fire reporting common equipment (including bay, shelf, rack, and miscellaneous facilities to serve a fire system with a capacity of six interconnected firemen's lines), each		
1) BPS TELEPHONE COMPANY	FRS9	21.40
d. Fire reporting system equipment multiples (including necessary relay equipment to serve two additional interconnected firemen's lines), each		
1) BPS TELEPHONE COMPANY	Varies	3.55

NOTE: Comes only in multiples of two

- e. Where the customer does not elect to provide his own circuit to interconnect the fire alarm reporting equipment and the fire siren (or fire siren relay) location, such circuit and/or circuits may be provided by the Company in accordance with the rates and regulations as specified in this Tariff.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, MissouriAPR 1 1996
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MO. PUBLIC SERVICE COMM

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HOTEL/MOTEL TRUNKS (LEVEL 8) - (*)MISSOURI
Public Service Commission

A. General

A Level 8 Hotel/Motel Trunk terminates on the premises of a hotel/motel and is dedicated for operator assistance and/or calling card services, allowing information to be gathered for appropriate billing purposes.

B. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Inside Base Rate Area, per line	HTK	\$13.25
2. Outside Base Rate Area, per line	OHT	19.10

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, Missouri

APR 1 1996
95 - 135

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SERVICES LIMITED TO EXISTING CUSTOMERS.JOINT USER SERVICEMISSOURI
Public Service Commission

A. General

Joint User Service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

B. Conditions

1. Joint User Service will be furnished with the approval of the Company only with business individual line service.
2. A Joint user will be furnished one directory listing without charge.
3. Applications for Joint User Service shall be made by the customer.
4. The customer will be responsible for all charges incurred by the Joint User.
5. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.
6. After listing for the Joint User has been included in the directory, Joint User Service may not be discontinued during the life of the directory, except under the following conditions.
 - a. The customer's service is discontinued;
 - b. The Joint User moves from the premises where the customer's service is located.
 - c. The Joint User establishes his own primary service on the same premises.

C. Rates and Charges

Service Charges apply.

	<u>GSEC</u>	<u>Monthly Rate</u>
Joint User Service	JUSERB	50% of applicable business rate

Issued: February 7, 1996

Effective: April 15 1996

W. F. Provance
President
Malden, Missouri

APR 1 1996
95 - 135

MO. PUBLIC SERVICE COMM

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIAL REVERSED CHARGE TOLL SERVICE (Enterprise/Zenith)MISSOURI
Public Service Commission

A. General

1. This service provides an arrangement in connection with station-to-station message toll service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of the charge.
2. This service is available to customers to any class of central office access line service except coin box service.
3. The exchanges in which such service is furnished are selected by the customer subject to the approval of the Company and the Company assigns and lists in the directory a special call number designation for use of patrons in each such exchange.
4. Calls for the special call number are accepted when originating at telephones located in the exchanges with which the special call number is associated, except that where several exchanges are served from one switchboard, the customer must assume all charges for calls for his special call number originating from telephones in any of the exchanges. Only those toll calls placed by calling this special number are considered as coming within the scope of this service.
5. The customer assumes the charges for all toll calls placed by calling this special number in each exchange.
6. The initial contract period for this service is three months. Service may be terminated within the initial contract period by payment of the minimum service charge to the end of the initial contract period.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
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Malden, Missouri

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APR 1 1996
95 - 135

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SPECIAL REVERSED CHARGE TOLL SERVICE (Enterprise/Zenith)MISSOURI
Public Service Commission

B. Rates and Charges

1. The customer to this service is charged the established sent-paid station-to-station Day, Evening and Sunday, or Night message toll rate for each completed call. In addition the monthly rate, payable in advance, applies for each exchange selected. One directory listing in the alphabetical list for each exchange selected is provided without additional charge.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Special Reversed Charge Toll Service, per exchange	SRCT	\$ 10.60

(1) Regular rates and charges for local exchange service apply.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
President
Malden, Missouri

APR 1 1996
95 - 135
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SPECIAL TOLL (O-Z) BILLING PLANMISSOURI
Public Service Commission

A. General

1. Special billing codes, provided by the Company, may be used by customers to allocate long distance messages to specific stations, departments, or accounts. The charges for this service will be at operator handled rates.

B. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Each group of 50 codes, or fraction	SBP	(1)

(1) Charges for this service will be at the operator handled rates.

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
President
Malden, Missouri

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95 - 135
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICE OFFERINGS

- A. The Packaged Service Offerings described in this section combine regulated, competitive and non-regulated services offered by the Company, into packages at a reduced price than what would be charged if the included services were to be ordered individually. The packages are available only where sufficient facilities are available to provision the full package. The internet connection speeds are estimates and are not guaranteed. The rates below do not include any required state or federal taxes or surcharges.

1. Residential – Super Highway 60*

a. Included Monthly Services

- (1) Local Monthly Exchange Service
- (2) 60 Minutes Interexchange Service (state or interstate)
- (3) 512K High Speed Internet
- (4) Voice Mail Plus
- (5) Caller ID Name and Number
- (6) Inside Wire Maintenance
- (7) Modem Maintenance

b. Rates

- (1) Monthly Recurring - \$76.34
- (2) Interexchange Minutes in excess of 60 per month
\$0.15 per minute

(I)

*As of July 1, 2012 this package is not available to new customers and is only available to existing package customers at existing locations.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICE OFFERINGS

2. Residential – Mega Highway 60*
 - a. Included Monthly Services
 - (1) Local Monthly Exchange Service
 - (2) 60 Minutes Interexchange Service (state or interstate)
 - (3) 1.5M High Speed Internet
 - (4) Voice Mail Plus
 - (5) Caller ID Name and Number
 - (6) Inside Wire Maintenance
 - (7) Modem Maintenance
 - b. Rates
 - (1) Monthly Recurring - \$86.34 (I)
 - (2) Interexchange Minutes in excess of 60 per month
\$0.15 per minute
3. Residential – The BPS Bundle 100
 - a. Included Monthly Services
 - (1) Local Monthly Exchange Service
 - (2) 4 Mbps High Speed Internet
 - (3) 100 minutes of Interexchange Service (state or interstate)
 - b. Rates
 - (1) Monthly Recurring - \$80.45 (I)
 - (2) Interexchange Minutes in excess of 100 per month
\$0.15 per minute

*As of July 1, 2012 this package is not available to new customers and is only available to existing package customers at existing locations.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICE OFFERINGS

4. Small Business – Super Plus Highway 100*
- a. Included Monthly Services
 - (1) Local Monthly Exchange Service
 - (2) 100 Minutes Interexchange Service (state or interstate)
 - (3) 512K High Speed Internet
 - (4) Voice Mail Plus
 - (5) Caller ID Name and Number
 - (6) Inside Wire Maintenance
 - (7) Modem Maintenance
 - b. Rates
 - (1) Monthly Recurring - \$81.64
 - (2) Interexchange Minutes in excess of 100 per month
\$0.15 per minute (I)
5. Small Business – Mega Plus Highway 100*
- a. Included Monthly Services
 - (1) Local Monthly Exchange Service
 - (2) 100 Minutes Interexchange Service (state or interstate)
 - (3) 1.5M High Speed Internet
 - (4) Voice Mail Plus
 - (5) Caller ID Name and Number
 - (6) Inside Wire Maintenance
 - (7) Modem Maintenance
 - b. Rates
 - (1) Monthly Recurring - \$91.64 (I)
 - (2) Interexchange Minutes in excess of 100 per month
\$0.15 per minute
6. Small Business – The BPS Bundle – 200
- a. Included Monthly Services
 - (1) Local Monthly Exchange Service
 - (2) 200 Minutes Interexchange Service (state or interstate)
 - (3) 4 Mbps High Speed Internet
 - b. Rates
 - (1) Monthly Recurring - \$90.80 (I)
 - (2) Interexchange Minutes in excess of 200 per month
\$0.15 per minute

*As of July 1, 2012 this package is not available to new customers and is only available to existing package customers at existing locations.

Issued: November 17, 2017

Effective: January 1, 2018

W.F. Provance, President
P.O. Box 550, 120 Stewart Street
Bernie, MO 63822-0550

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Missouri Public
Service Commission
JI-2018-0061

ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services

A. Access Tariff Concurrence

Access services are those services which are described in the Access Services Tariff of Mark Twain Rural Telephone Company. These services are offered by the Company to intrastate interexchange customers (ICs) in accordance with the rules and regulations specified in the Access Services Tariff of Mark Twain Rural Telephone Company and approved by the Missouri Public Service Commission, and in any amendments thereto and authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for access service of Mark Twain Rural Telephone Company. Rates for those services are set out in the following pages of this concurrence.

(T)

(T)

(T)
(T)

B. Provision of Service

The Company, to the extent that such services are or can be made available with reasonable effort and after provisions have been made for the Company's telephone exchange services, will provide to an intrastate IC, upon reasonable notice, services of the type offered in Mark Twain Rural Telephone Company's Access Services Tariff pursuant to the terms and conditions specified therein and at the rates specified in the following pages of this concurrence. The Company's concurrence in Mark Twain Rural Telephone Company's Access Services Tariff shall not be construed or deemed a representation that all services and service components described therein are available from the Company.

(T)

(T)

C. Cancellation Rights

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

ACCESS TARIFF CONCURRENCE15. Intrastate Access Services15.1 Rates and Charges15.1.1 Carrier Common Line Access Service

	<u>Rate</u>	<u>Tariff Section Reference</u>
(A) Intrastate Carrier Common Line Access, per minute		
- Originating	\$0.026223	3.6
- Terminating	\$0.000000	3.6

15.1.2 Switched Access Service

(A) <u>Local Transport – Installation Per Entrance Facility</u>		6.2(A)(1)	
- Voice Grade Two-Wire	**		(T)(I)
- Voice Grade Four-Wire	**		
- High Capacity DS1	**		
- High Capacity DS3	**		(T)(I)
(B) <u>Local Transport – Premium Access</u>			
1. <u>Entrance Facility Per Termination</u>		6.2(A)(1)	
- Voice Grade Two-Wire	**		(T)(I)
- Voice Grade Four-Wire	**		
- High Capacity DS1	**		
- High Capacity DS3	**		(T)(I)
2. <u>Direct Trunked Transport</u>		6.2(A)(2)	
a. Direct Trunked Facility Per Mile			
- Voice Grade Two-Wire	**		(T)(I)
- Voice Grade Four-Wire	**		
- High Capacity DS1	**		
- High Capacity DS3	**		(T)(I)
b. Direct Trunked Termination Per Termination			
- Voice Grade Two-Wire	**		(T)(I)
- Voice Grade Four-Wire	**		
- High Capacity DS1	**		
- High Capacity DS3	**		(T)(I)

** The Company concurs with the rates of NECA's Tariff FCC No. 5 for this element, which can be viewed (N)
at https://www.neca.org/Tariff_5_Landing_Page.aspx

ACCESS TARIFF CONCURRENCE15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.2 Switched Access Service (Cont'd)

(B) <u>Local Transport – Premium Access</u> (Cont'd)		Tariff Section Reference
	<u>Rate</u>	
3. <u>Multiplexing</u>		
<u>Per Arrangement</u>		6.2(A)(4)
- DS-1 to Voice	**	(T)(I)
- DS-3 to DS-1	**	(T)(I)
4. <u>Tandem Switched Transport</u>		
a. <u>Tandem Switched Facility</u>		6.2(A)(3)(b)
- Per Originating Access Minute		
Per Mile	\$0.000188	
- Per Terminating Access Minute		(T)(I)
Per Mile	**	
b. <u>Tandem Switched Termination</u>		6.2(A)(3)(c)
- Per Originating Access Minute		
Per Termination	\$0.006667	
- Per Terminating Access Minute		(T)(I)
Per Termination	**	
c. <u>Tandem Switching</u>		6.2(A)(3)(a)
- Per Originating Access Minute		
Per Tandem	\$0.002468	
- Per Terminating Access Minute		(T)(I)
Per Tandem	**	
(C) <u>End Office</u>		
<u>Premium Access</u>		
1. <u>Local Switching</u>		6.2(B)(1)
- originating	\$0.028238	
- terminating	**	(T)(I)
2. <u>Reserved for Future Use</u>		6.2(B)(2)
		(D)
3. <u>Information Surcharge</u>		6.2(B)(3)
(Per 100 Access Minutes)		
- originating	N/A	
- terminating	**	(T)(I)
** The Company concurs with the rates of NECA's Tariff FCC No. 5 for this element, which can be viewed		(D)
at https://www.neca.org/Tariff_5_Landing_Page.aspx		(N)

ACCESS TARIFF CONCURRENCE15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.2 Switched Access Service (Cont'd)

(D)	<u>8YY (Toll Free) Originating Access Services</u>	<u>Rate</u>	(N)
(1)	Carrier Common Line (CCL)	**	 (N)
(2)	End Office Switching	**	
(3)	Joint Tandem Switched Transport	**	
(4)	Toll Free Data Base Access	**	

** The Company concurs with the rates, terms and conditions of NECA's Tariff FCC No. 5 for this element, which can be viewed at <https://www.neca.org/member-services/tariff-5>

ACCESS TARIFF CONCURRENCE15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.2 Switched Access Service (Cont'd)

	Rate per Access Minute	Tariff Section Reference	
(E) <u>Toll VoIP-PSTN Traffic</u>			
(1) <u>Local Switching</u>			
(a) Originating, per Access Minute	**	2.3.11(E)(1)(a)	(T)(R)
(b) Terminating, per Access Minute	**	2.3.11 (E)(1)(a)	
(2) <u>Information Surcharge</u>			
(a) Originating, per Access Minute	**	2.3.11 (E)(1)(b)	(T)(R)
(b) Terminating, per Access Minute	**	2.3.11 (E)(1)(b)	
(3) <u>Tandem Switched Transport</u>			
(a) <u>Tandem Switched Facility</u> Per Originating Access Minute, Per Mile	**	2.3.11 (E)(2)	(T)(R)
Per Terminating Access Minute, Per Mile	**	2.3.11 (E)(2)	(T)
(b) <u>Tandem Switched Termination</u> Per Originating Access Minute	**	2.3.11 (E)(2)	(T)(R)
Per Terminating Access Minute	**	2.3.11 (E)(2)	
			(D)

** The Company concurs with the rates of NECA's Tariff FCC No. 5 for this element, which can be viewed at https://www.neca.org/Tariff_5_Landing_Page.aspx

ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.3 Special Access Service

		<u>Tariff Monthly Rates</u>	<u>Daily Rate*</u>	<u>Nonrecurring Charges</u>	<u>Section Reference</u>
(A)	<u>Channel Termination, per termination</u>				
(1)	Voice Grade Channel				
	Two wire	\$29.13	N/A	\$78.05	7.1.1(A)
	Four wire	\$58.26	N/A	\$78.05	7.1.1(A)
(2)	Metallic Channel				
	Two Wire	N/A	N/A	N/A	7.1.1(A)
(3)	Program Audio				
	50 Hz to 15,000 Hz	ICB	ICB	ICB	7.1.1(A)
a)	Optional Features and Functions				
	1-Gain Conditioning per service	ICB	ICB	ICB	7.1.1(A)
	2-Stereo per service	ICB	ICB	ICB	7.1.1(A)
(4)	High Capacity				
	1.544 Mbps	\$159.05	N/A	\$281.00	7.1.1(A)
(5)	Digital Data				
	56.0 kbps	ICB	ICB	ICB	7.1.1(A)
(B)	<u>Channel Mileage,</u>				
(1)	Channel Mileage Facility				
a)	Applies to Voice Grade				
	- per Mile	\$2.53	N/A	N/A	7.1.1(B)(1)
b)	Applies to Metallic				
	- per Mile	N/A	N/A	N/A	7.1.1(B)(1)
c)	Applies to Program Audio				
	-per Mile	ICB	ICB	ICB	7.1.1(B)(1)

* Daily rates apply only to Program Audio Services.

July 3, 2012

Issued: May 02, 2012

W.F Provance, President
PO Box 550, 120 Stewart Street
Bernie, MO 63822-0550Effective: ~~July 01, 2012~~Filed
Missouri Public
Service Commission
TT-2012-0317; YI-2012-0692

ACCESS TARIFF CONCURRENCE15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.3 Special Access Service (Cont'd)

	Tariff Monthly Rates	Daily Rate*	Nonrecurring Charges	Section Reference
(B) <u>Channel Mileage</u> , (Cont'd)				
(1) Channel Mileage Facility (Cont'd)				
d) Applies to High Capacity -per Mile	\$17.22	N/A	None	7.1.1(B)(1)
e) Applies to Digital Data -per Mile	ICB	ICB	ICB	7.1.1(B)(1)
(2) Channel Mileage Termination				
a) Applies to Voice Grade -per Term	\$27.19	N/A	None	7.1.1(B)(2)
b) Applies to Metallic -per Term	N/A	N/A	N/A	7.1.1(B)(2)
c) Applies to Program Audio -per Term	ICB	ICB	ICB	7.1.1(B)(2)
d) Applies to High Capacity -per Term	\$84.89	N/A	None	7.1.1(B)(2)
e) Applies to Digital Data -per Term	ICB	ICB	ICB	7.1.1(B)(2)
(C) <u>Special Access Surcharge</u>				
-Per Voice Grade Equivalent	\$26.21	N/A	None	7.4.4

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ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.3 Special Access Service (Cont'd)

	Tariff Monthly Rates	Nonrecurring Charges	Section Reference
(D) <u>Optional Features & Functions</u>			
(1) Central Office Voice Bridging Capability Two-wire or Four-wire per Port	\$3.82	None	7.2.3(A)
(2) Conditioning, C-Type, per Termination	\$5.69	\$234.00	7.2.3(B)
(3) Improved Return Loss for Effective Two-Wire or Four-Wire Transmission, per Termination	\$1.69	None	7.2.3(C)
(4) Data Capability, per Termination	ICB	ICB	7.2.3(D)
(5) Signaling Capability, per Termination	\$13.14	None	7.2.3(E)
(6) Selective Signaling Arrangement, per Arrangement	\$14.05	None	7.2.3(F)

* The Channel Termination rate includes non-chargeable Channel Interface as set forth in 7.1.4.

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ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.4 Billing and Collection Service

	<u>Rates</u>	<u>Tariff Section Reference</u>
(A) Recording, per Customer Message	See Note	8.1.1(A)
(B) Provision of Message Detail, per Message	See Note	8.1.1(B)
(C) Magnetic Tape, per Tape	See Note	8.1.1(B) and 8.2.1(E)
(D) Rating Service, per Message	See Note	8.2.1(A)
(E) Bill Processing Svc., per Message	See Note	8.2.1(B)
(F) Special Billing Service, per Bill	See Note	8.2.1(C)
(G) Data Transmission, per Message	See Note	8.2.1(D)
(H) Provision of Sample Message Data, per Record Processed	See Note	8.2.1(E)
(I) Program Development Basic per Hour Premium per Hour	See Note	8.2.1(F) 8.2.1(F)
(J) Message Billed Service, in which one or more messages or message service related rate elements are billed, per bill rendered to a customer end user account per month	See Note	8.2.1(G)

Note: BPS Telephone Company provides Billing and Collection Services pursuant to contract.

July 3, 2012

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ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.5 Miscellaneous Services

		<u>Basic time, scheduled working hours</u>	<u>Overtime, outside scheduled working hours</u>	<u>Non Recurring Charge</u>	<u>Tariff Section Reference</u>
(A)	Additional Engineering Periods Per engineer, 1/2 hour or fraction thereof,	N/A	N/A		9.1
(B)	Additional Labor Per technician, 1/2 hour or fraction thereof,	\$14.58	\$18.21		9.2
(C)	Maintenance of Service Per technician, 1/2 hour or fraction thereof,	\$14.58	\$18.21		9.3
(D)	Programming Services Per programmer, 1/2 hour or fraction thereof,	N/A	N/A		9.3
(E)	Presubscription				
	1. Charge for Primary Interexchange Carrier (PIC) (either interLATA or IntraLATA) (Per line or Trunk, per request)			\$5.00	9.3.3
	2. Initial and Allocation Lists				
		<u>Nonrecurring Charge Per ASR</u>	<u>Initial List Per Customer Account</u>	<u>Allocation List Per Listing</u>	
		\$50.00	\$0.03	\$0.03	

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ACCESS TARIFF CONCURRENCE

15. Intrastate Access Services (Cont'd)15.1 Rates and Charges (Cont'd)15.1.5 Miscellaneous Services

		Basic time, scheduled <u>working hours</u>	Overtime, outside scheduled <u>working hours</u>	Non Recurring <u>Charge</u>	Tariff Section <u>Reference</u>
(E)	Presubscription (Cont'd)				
	3. Charge for Unauthorized PIC changes				
	(a) Residence/Business Per line or trunk			\$35.65	9.3.3
	(b) Per Pay Telephone Exchange Service line Or trunk			\$57.57	9.3.3
(F)	Operator Transfer Service Per call transferred	N/A			9.3.4

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