

Missouri Public

ICG Telecom Group, Inc.  
161 Inverness Drive West  
Englewood, Colorado 80112

REC'D MAR 08 2002

Tariff MO P.S.C. No. 2  
Title Page

Service Commission

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**TITLE PAGE**

**Schedule of Rates, Rules and Regulations Governing  
Resale and Facilities-Based Competitive Telecommunications Services  
Provided in the State of Missouri**

**OFFERED BY**

**ICG TELECOM GROUP, INC.**

161 Inverness Drive West  
Englewood, Colorado 80112  
(888) 424-1144

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of facilities based and resold local exchange telecommunications services provided by ICG Telecom Group, Inc. within the State of Missouri. This tariff is on file with the Missouri Public Service Commission. Copies may also be inspected during normal business hours at the Company's principal place of business.

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**List of Waived Statutes and Regulations**

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**LIST OF WAIVED STATUTES AND REGULATIONS**

ICG Telecom Group, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived pursuant to Sections 392.420, RSMo Cum. Supp. 1990:

**STATUTES**

Section 210.2	Uniform system of accounts.
Section 392.270	Property valuation.
Section 392.280	Depreciation accounts.
Section 392.290.1	Issuance of stocks and bonds.
Section 300.2	Acquisition of stock.
Section 392.310	Stock and debt issuance.
Section 392.320	Stock dividend payment.
Section 392.330	Issuance of securities, debts and notes.
Section 392.340	Capitalization reorganization.

**COMMISSION RULES**

4 CSR 240-10.020	Depreciation of fund income.
4 CSR 240-30.040	Uniform system of accounts.
4 CSR 240-35	Reporting of bypass and customer-specific arrangements.

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**SYMBOLS**

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

- (C) To signify Changed Regulation.
- (D) Delete or Discontinue
- (I) Change Resulting in an Increase to a rate
- (M) Moved from Another Tariff Location
- (N) New
- (R) Change Resulting in a Reduction to a rate
- (S) Matter Appearing Elsewhere or Repeated for Clarification
- (T) Change in Text But No Change to Rate or Charge

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Tariff Format

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## TARIFF FORMAT

- A. **Page Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially by section. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, the entire section will be renumbered and resubmitted.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc., the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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## SECTION 1 - TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the Customer's telephone to the Company's designated switching center or point of presence.

**Authorization Code** - A number assigned to each Travel Card Customer which is dialed by the Customer or Authorized User upon access to the Company's service. An Authorization Code identifies the caller and validates the caller's authorization to use the services provided.

**Authorized User** - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Company's services under the terms and regulations of this tariff.

**Business Customer** - For the purposes of this tariff, a Business Customer is a Customer of the Company whose primary use of the Company's service is for business purposes. A Business Customer is also a Customer who accesses the Company's service using a presubscribed Access Line that has been assigned a business class of service by the local service provider.

**Casual Calling** - Access to the Company's network and the subsequent use of service by the Customer through the dialing of an access code in the format of 10XXX, 101XXXX or other code sequence, where the last digits represented by the "X" are the unique Carrier Identification Code (CIC) assigned to the Company.

**Commission** - Refers to the Missouri Public Service Commission.

**Company or Carrier** - ICG Telecom Group, Inc. unless otherwise clearly indicated by the context.

**Customer** - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. Customer also includes any person, firm, partnership, corporation, or other entity 1) which resells the services of the Company to end users; 2) places Casual Calls using the Company's service; or 3) accepts the charges for a collect or third party billed call.

**Dedicated Access Origination/Termination** - Where originating or terminating access between the Customer and the Company is provided on dedicated circuits. A method of reaching the Company's services whereby the Customer is connected directly to the Company's access point without utilizing the services of the local switched network.

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## SECTION 1 - TERMS AND ABBREVIATIONS (cont'd)

**Equal Access** - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers can pre-subscribe their telephone line(s) to their preferred interexchange carrier.

**Initial And Additional Period** - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

**LEC** - Local Exchange Company.

**Marks** - A collective term to mean such items as trademarks, service marks, trade names and logos; copyrighted words, artwork, designs, pictures or images; or any other device or merchandise to which legal rights or ownership are held or reserved by an entity.

**Monthly Recurring Charges ("MRC")**: Monthly Recurring Charges are the monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.

**Non-Recurring Charge ("NRC")**: The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Pay Telephone** - Telephone instruments provided by other telecommunications companies for use by guests, patrons, visitors, or transient third parties. Pay Telephones permit the user to place calls to other parties and bill such calls on a non-sent-paid or sent-paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

**Residential Customer** - For the purposes of this tariff, a Residential Customer is a Customer of the Company whose primary use of the Company's service is for personal use in a house, apartment or other residential dwelling unit. A Residential Customer is also a Customer who accesses the Company's service using a presubscribed Access Line that has been assigned a residential class of service by the local service provider.

**Premises** - The physical space designated by the Customer for the termination of the Company's service.

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**SECTION 1 - TERMS AND ABBREVIATIONS (cont'd)**

**Special Access Origination/Termination** - See Dedicated Access.

**Switched Access Origination/Termination** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Travel Card** - A billing arrangement whereby the Customer or Authorized User may bill the charges for a call to a Company-issued account number. The terms and conditions of the Company or its billing agent apply to payment arrangements. Travel Cards are issued by the Company and provide the Customer or Authorized User with a Travel Card Account, Authorization Code and instructions for accessing the Company's network.

**Travel Card Call** - A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed via a "1-800" or other toll-free access code dialing sequence.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

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## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of The Company

- 2.1.1 The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way communications originating and terminating between points within the State of Missouri. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.2 The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.
- 2.1.3 The Company arranges for installation, operation, and maintenance of the communications services provided in this tariff for Customers in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.

### 2.2 Use of the Company's Service

- 2.2.1 Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.2.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.3 The Company may require applicants for service who intend to use the Company's offerings for resale, shared and/or joint use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Missouri Public Service Commission regulations, policies, orders, and decisions.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.2 Use of the Company's Service (cont'd)

2.2.4 A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

### 2.3 Limitations

2.3.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of the law.

2.3.2 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3.4 Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Account Codes or Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored as soon as it can be provided without undue risk.

2.3.5 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.4 Assignment and Transfer

- 2.4.1 All facilities provided under this tariff are directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

### 2.5 Use of Company's Service by Others

#### 2.5.1 Resale and Sharing

There are no prohibitions or limitations on the resale of services. Prices for resold or shared services are those appearing in this tariff. Any service provided under this tariff may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws or the Missouri Public Service Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

#### 2.5.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.6 Liability of the Company

- 2.6.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed \$100.00 or an amount equivalent to the proportionate charge to the Customer as described in Section 2.11, whichever is greater, for the period during which the faults in transmission occur.
- 2.6.2 The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.6.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer, or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.6.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.6.5 Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.6 Liability of the Company (cont'd)

- 2.6.6 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.6.7 The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- A. Any act or omission of: (a) the Customer or Authorized User, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers, except as contracted by the Company;
  - B. Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - C. Any unlawful or unauthorized use of the Company's facilities and services;
  - D. Breach in the privacy or security of communications transmitted over the Company's facilities;
  - E. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance;

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.6 Liability of the Company (cont'd)

#### 2.6.7 (cont'd)

- F. Any non-completion of calls due to network busy conditions;
- G. And any other claim relating to the use of or furnishing of use of the Company's services or facilities which resulted from any act or omission of the Customer, its Authorized Users, guests, patrons, visitors or other transient third parties using the services of the Company through the Customer's equipment, or any other entity.

### 2.7 Responsibilities of the Customer

2.7.1 The Customer is responsible for making proper application for service; placing any necessary orders; for complying with tariff regulations; and payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available to other users by the Customer.
- B. If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- C. The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for the Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.

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**SECTION 2 - RULES AND REGULATIONS (cont'd)**

**2.7 Responsibilities of the Customer (cont'd)**

**2.7.1 (cont'd)**

- D. The Customer shall ensure that any Customer provided equipment and/or systems are properly interfaced with Company facilities or services, that the signals emitted into Company's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.
- E. The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer, users, or others, by improper use of the services, or by use of equipment provided by the Customer, users, or others.
- F. The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- G. The Customer is responsible for establishing its identity as often as necessary during the course of a call.
- H. The Customer is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.8 Billing and Payment For Service

#### 2.8.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or its Authorized Users for transmission of calls via the Company's network. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A. any delegation of authority resulting in the use of Customer's communications equipment and/or network services which result in the placement of calls via the Company;
- B. any and all use of the services provided by the Company, including calls which the Customer did not individually authorize;
- C. any calls placed by or through the Customer's equipment via any remote access feature(s);
- D. any calls placed via the Company's Travel Service as a result of the Customer's intentional or negligent disclosure of Authorization Codes or Account Codes assigned to the Customer; and
- E. any and all calls placed to a toll-free number (e.g., "800" or "888") provided to the Customer by the Company.

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**SECTION 2 - RULES AND REGULATIONS (cont'd)**

**2.8 Billing and Payment For Service (cont'd)**

**2.8.2 Payment for Service**

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.

Non-recurring charges for installations, service connections, moves or rearrangements are due and payable within thirty (30) days after the closing date printed on the invoice or bill mailed to the Customer by the Company. Billing thereafter will include recurring charges and actual usage as defined below:

- A. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, facility, arrangement or component is discontinued.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the closing date printed on the bill mailed to the Customer by the Company.
- C. When service does not begin on the first day of the month, or end on the last day of the month, the recurring charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- D. When billing is based upon Customer usage, usage charges will be billed monthly in arrears for service provided in the preceding billing period.

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**SECTION 2 - RULES AND REGULATIONS (cont'd)**

**2.8 Billing and Payment For Service (cont'd)**

**2.8.3 Disputed Charges**

Any objections to billed charges must be reported to the Company or its billing agent within thirty (30) days of the closing date printed on the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the Missouri Public Service Commission with 1) any unresolved dispute or 2) disputed charges for which the Company refuses an adjustment if disputed charges were reported to the Company after thirty (30) days from the closing date on the Customer's bill.

Missouri Public Service Commission  
200 Madison Street  
Jefferson City, Missouri 65102  
(314) 751-3234

**2.8.4 Taxes and Other Charges**

The Company reserves the right to bill any and all applicable taxes, fees, assessments, and other governmental charges including, but not limited to, any Federal Excise Tax, State Sales Tax, Municipal Taxes, Gross Receipts Tax, franchise fees, Universal Service Fund, and 9-1-1 Service Fees. Unless otherwise specified in this tariff, such taxes and other governmental charges will be itemized separately on Customer bills.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.8 Billing and Payment For Service (cont'd)

#### 2.8.5 Late Payment Fees

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Missouri law.

#### 2.8.6 Return Check Charge

A return check charge of \$15.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Missouri law.

#### 2.8.7 Minimum Service Period

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this tariff or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

#### 2.8.8 Non-Routine Installation Charges

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.8 Billing and Payment For Service (cont'd)

#### 2.8.9 Charges for Cancellation of Application for Service

- A. Where the Company permits the Customer to cancel an application for service prior to the start of installation of service or prior to any special construction, no charges will be imposed.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge, unless otherwise specified in this tariff, will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.8 Billing and Payment For Service (cont'd)

#### 2.8.9 Cancellation of Service/Termination Liability

If a Customer cancels a service order or terminates services before the completion of the term for any reason (i) other than a service interruption (as defined in Section 2.11) or (ii) where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to the Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.8.2.

A. Customer's termination liability for cancellation of service shall be equal to:

1. all unpaid non-recurring charges reasonably expended by the Company to establish service to the Customer, including, but not limited to, any installation charges, reasonable construction costs or other charges or costs which may have been incurred by ICG in directly providing Customer with Service and which may have been waived by the Company, provided Customer has been notified of the amount of the waived charges and of Customer's liability therefore on cancellation, plus;
2. Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
3. Unless otherwise agreed to in writing by Customer and Company, the difference between the total actual monthly recurring charges to Customer for the Service during the entire time the Service was provided to Customer and the total monthly recurring charges which Customer would have paid or which Customer would have been required to pay if the Service had been based on a month to month term using the Company's most recent tariff prices at the time of cancellation.

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**MO PSC**

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## **SECTION 2 - RULES AND REGULATIONS (cont'd)**

### **2.8 Billing and Payment For Service (cont'd)**

#### **2.8.9 Cancellation of Service/Termination Liability (cont'd)**

- B. Either party shall have the right to cancel services without liability if Company is prohibited from furnishing the Service or if any material rate or term contained herein is substantially changed by order of the Commission, the Federal Communications Commissions, or highest court of competent jurisdiction to which the matter is appealed, or other local, state or federal government authority.
- C. Customer shall also have the right to terminate this Agreement if the agreed Service is interrupted to Customer for over forty-eight (48) hours in any ninety (90) day period, provided the interruption was not caused by an event of force majeure, or any action of Customer or its agents or employees.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.9 Deposits

The Company does not normally require deposits. However the Company reserves the right to collect an amount not to exceed 2 months estimated charges as a deposit from Customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

Applicants or Customers whose financial condition is not acceptable to Carrier may be required at any time to make a deposit for the service to be provided. The deposit shall bear simple interest per annum at the rate of one per cent (1%) above the prime lending rate as published in the Wall Street Journal for the last business day of April. This rate will be adjusted annually May 1 of each year. Such deposits will be refunded or credited to the Customer upon satisfactory payment of all disputed charges during the last 12 billing periods or upon discontinuance of service.

### 2.10 Advance Payments

The Company does not normally require advance payments for service. However, the Company reserves the right to require advance payments of fixed charges and nonrecurring charges from an applicant for service. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.11 Refunds or Credits for Service Outages or Interruptions

- 2.11.1 An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. Credits for service outages or interruptions are subject to the regulations listed below.
- 2.11.2 If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- 2.11.3 Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this tariff, including, but not limited to Section 2.6. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.
- 2.11.4 The Customer shall be responsible for the payment of service charges based upon time and materials for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2 - RULES AND REGULATIONS (cont'd)**

**2.11 Refunds or Credits for Service Outages or Interruptions (cont'd)**

**2.11.5** For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:

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

A = outage time in hours (must be 4 or more)

B = total monthly recurring charge for affected service.

**2.11.6** For usage sensitive long distance services, credits will be limited to, at maximum, the price of the initial period of the individual call that was interrupted plus any operator service charges or surcharges required to reconnect the caller.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.12 Cancellation or Termination of Service

#### 2.12.1 Cancellation by Customer

Customers may cancel service by providing the Company with written or verbal notification thirty (30) days prior to the requested cancellation date. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until thirty (30) days after the date that the cancellation notice is received, whichever is later.

#### 2.12.2 Cancellation by Company

- A. The Company may terminate service to a Customer for nonpayment of undisputed charges or other violation of this tariff or provision of law upon five (5) days written notice to the Customer without incurring any liability for damages due to loss of telephone service to the Customer. Charges will not be considered past due until thirty (30) days from the closing date printed on the Customer's bill.
- B. The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given five (5) days notice to comply with any rule or remedy any deficiency:
  - 1. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
  - 2. For use of telephone service for any purpose other than that described in the application.
  - 3. For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

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**SECTION 2 - RULES AND REGULATIONS (cont'd)**

**2.12 Cancellation or Termination of Service (cont'd)**

**2.12.2 (cont'd)**

**B. (cont'd)**

4. For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
5. Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's equipment or service to others.
6. Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
7. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
8. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such services.
9. For periods of inactivity over sixty (60) days.
10. The Customer is responsible for providing adequate access lines to enable the Company to terminate all toll-free (e.g., 800/888) service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate toll-free calls, the Company reserves the right to request the Customer to add additional lines for call terminations. If, after ninety (90) days, the Customer has not made the requested change, the Company, without incurring any liability, reserves the right to terminate the Customer's service, with five (5) days written notice.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.13 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

### 2.14 Customer Provided Equipment

2.14.1 The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service.

2.14.2 When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.14 Customer Provided Equipment (cont'd)

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

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

### 2.15 Company Provided Equipment

2.15.1 The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.15.2 The Company may substitute, change or rearrange any equipment or facility at any time, but shall endeavor to maintain the technical parameters of the service provided the Customer. In the event that technical parameters change as a result of the Company's actions, the Company will provide the Customer with thirty (30) days notice prior to such change.

2.15.3 Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.

## SECTION 2 - RULES AND REGULATIONS (cont'd)

### 2.16 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

### 2.17 Toll-Free Numbers

2.17.1 The Company will make every effort to reserve toll-free (e.g., "800" or "888") vanity numbers on behalf of customers, but makes no guarantee or warranty that the requested toll-free number(s) will be available or assigned to the customer requesting the number.

2.17.2 If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in toll-free number service to another carrier (e.g., "porting" of the 800/888 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.

### 2.18 Miscellaneous Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, 9-1-1 Service Fees, the Missouri Universal Service Fund ("MoUSF"), and compensation to payphone service providers for the use of their payphones to access Company services. Any such charge or surcharge will not be implemented without prior Commission approval.

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### SECTION 3 – APPLICATION OF RATES

#### 3.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

#### 3.2 Usage Based Charges

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

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

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**SECTION 3 – APPLICATION OF RATES (cont'd)****3.3 Rates Based Upon Distance**

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

**3.3.1** Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

**3.3.2** The airline distance between any two rate centers is determined as follows:

- A. Obtain the V (vertical) and H (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.
- B. Compute the difference between the V coordinates of the two rate centers; and the difference between the two H coordinates.
- C. Square each difference obtained in step B. above.
- D. Add the square of the V difference and the square of the H difference obtained in step C. above.
- E. Divide the sum of the squares by 10.
- F. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.
- G. FORMULA:

$$\sqrt{\frac{[(V1 - V2)^2 + (H1 - H2)^2]}{10}}$$

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## SECTION 4 – SERVICE AREAS

### 4.1. Service Areas - Exchanges

ICG Telecom Group, Inc. concurs in the exchange areas and service areas applying to and governing the provision of local exchange service as set forth in GTE Midwest Incorporated d/b/a Verizon Midwest (PSC Mo. No. 1, Section 4), Sprint Missouri, Inc., d/b/a Sprint (P.S.C. MO.-No. 22 Section 16), and Southwestern Bell Telephone Company (P.S.C. Mo. – No. 24), on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law for the exchanges listed in Section 4.2 of this tariff. ICG Telecom Group, Inc. concurs in the exchange maps as set forth by GTE Midwest Incorporated d/b/a Verizon Midwest, Sprint Missouri, Inc., d/b/a Sprint; and Southwestern Bell Telephone Company that are on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law for the exchanges listed in Section 4.2 of this tariff. ICG 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 ICG and/or its end users. ICG Telecom Group, Inc. offers Competitive Local Exchange Carrier Services in Missouri within the exchanges listed below in Section 4.2, where facilities permit.

### 4.2 List of Exchanges

Local Access Service Areas are provided in limited geographic areas. This tariff applies to the Company's provision of telecommunications services within the following listed exchanges:

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## SECTION 4 – SERVICE AREAS (cont'd)

### 4.2 List of Exchanges (cont'd)

Reserved for Exchanges of GTE Midwest Incorporated d/b/a Verizon Midwest, PSC Mo. No. 1,  
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**SECTION 4 – SERVICE AREAS (cont'd)**

**4.2 List of Exchanges (cont'd)**

Reserved for Exchanges of Sprint Missouri, Inc., d/b/a Sprint; P.S.C. MO.-No. 22 Section 16

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## SECTION 4 – SERVICE AREAS (cont'd)

## 4.2 List of Exchanges (cont'd)

Exchanges of Southwestern Bell Telephone Company, P.S.C. Mo. – No. 24

Adrian	Advance	Agency
Altenburg-Frohna	Antonia	Archie
Argyle	Armstrong	Ash Grove
Beaufort	Bell City	Belton
Benton	Billings	Bismarc
Bloomfield	Bloomsdale	Blue Springs
Bonne Terre	Boonville	Bowling Green
Bridgeton	Brookfield	Camdenton
Campbell	Cape Girardeau	Cardwell
Carl Junction	Carollton	Carthage
Caruthersville	Cedar Hill Center	Chaffee
Charleston	Chesterfield	Chillicothe
Clarksville	Clever	Climax Springs
Creve Couer	Deering	Dekalb
Delta	DeSoto	Dexter
Downing	East Independence	East Prairie
Edina	Eldon	Elsberry
Essex	Eureka	Excelsior Springs
Fair Grove	Farley	Farmington
Fayette	Fenton	Ferguson
Festus-Crystal City	Fisk	Flat River
Florissant	Frankford	Fredericktown
Freeburg	Fulton	Gideon
Gladstone	Glasgow	Grain Valley
Gravois Mills	Gray Summit	Greenwood
Hannibal	Harvester	Hayti
Herculaneum-Pevely	Higbee	High Ridge
Hillsboro	Holcomb	Hornersville
Imperial	Independence	Jackson
Jasper	Joplin	Kansas City Metro.
Kennett	Kirksville	Kirkwood
Knob Noster	Ladue	Lake Ozark-Osage Beach

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**SECTION 4 – SERVICE AREAS (cont'd)****4.2 List of Exchanges (cont'd)**

Exchanges of Southwestern Bell Telephone Company, P.S.C. Mo. – No. 24, (cont'd)

Lamar	LaMonte	Lancaster
Leadwood	Lee's Summit	Liberty
Lilbourn	Linn	Lockwood
Louisiana	Macks Creek	Malden
Manchester	Marble Hill	Marceline
Marionville	Marshall	Marston
Maxville	Mehlville	Meta
Mexico	Moberly	Monett
Montgomery City	Morehouse	Nashua
Neosho	Nevada	New Franklin
New Madrid	Nixa	Oak Ridge
Oakville	Old Appleton	Oran
Overland	Pacific	Parkville
Patton	Paynesville	Perryville
Pierce City	Pocahontas-New Wells	Pond
Popular Bluff	Portage Des Sioux	Portageville
Puxico	Qulin	Raytown
Republic	Richmond	Richwoods
Risco	Riverview	Rogersville
Rushville	San Antonio	Sappington
Scott City	Sedalia	Senath
Sikeston	Slater	Smithville
South Kansas City	Spanish Lake	St. Charles
St. Clair	St. Joseph	St. Louis Metropolitan
St. Marys	Stafford	Stafford
Ste. Genevieve	Tiffany Springs	Tiffany Springs
Trenton	Tuscumbia	Union
Valley Park	Versailles	Vienna
Walnut Grove	Wardell	Ware
Washington	Webb City	Webster Groves
Wellsville	Westphalia	Willard

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## SECTION 5 –SERVICE DESCRIPTIONS

### 5.1 Service Offerings

The following Company Services for business Customers and for carriers certificated by the Commission are offered in this tariff:

- Standard Business Line
- Single and Multiple Analog PBX Trunk
- Direct Inward Dial (DID)
- Touch Tone
- Digital Voice Grade DS-1 Trunk Service
- Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)
- Directory Assistance
- Operator Service
- Local Calling Service
- Message Telecommunications Service
- Custom Calling Features
- Trunk Side Features
- Main Number Retention
- Non Published Service
- Blocking/Unblocking
- Personalized Telephone Number
- Service Order and Service Change Charges
- Maintenance Visit Charges
- Directory Listings
- Emergency Services Calling

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All services offered in this tariff are subject to service order and service change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for Local Calling Service and Measured Telecommunications Service are assessed on a measured rate basis and are additional to the charges shown for Standard Business Line, Key System Line, Basic PBX Trunk and PBX Trunk Service - Digital/DS-1, as are other service charges.

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**SECTION 5 – SERVICE DESCRIPTIONS (cont'd)**

**5.2 Standard Business Line**

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines.

**5.3 Single and Multiple Analog PBX Trunk**

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch tone signaling and may be configured into a hunt group with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DSO level.

Basic Trunks may be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges.

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## SECTION 5 – SERVICE DESCRIPTIONS (cont'd)

### 5.4 Direct Inward Dial (DID)

The Company's Direct Inward Dial Service offers the ability for a caller outside a company to call an internal extension without having to pass through an attendant.

### 5.5 Touch Tone

A way of signaling consisting of a push button or touchtone dial that sends out a sound which consists of two discrete tones (one low frequency and one high frequency), picked up and interpreted by telephone switches.

### 5.6 Digital Voice Grade DS-1 Trunk Service

Digital Voice Grade DS-1 Trunk Service provides business Customers with PBX or PBX-like equipment or other telephonic equipment with access to switch port. Customers can purchase this capability for both primary service (listed directory number) and diversity purposes. Customers must have the ability to terminate DS-1 signal. The signal is delivered as a digital signal at the DS-1 level.

The connection to the Customer's equipment is accomplished using a DS-1 for digital connectivity.

Customers can subscribe to PBX Trunk Service - Digital/DS-1 for local telecommunications services. Customers can also use this service for intraLATA and interLATA toll calling capability and for access to long distance carriers.

DID trunk signaling enables a PBX to switch an incoming call directly to the intended extension number without the need for an attendant. PBX Trunk Service - Digital/DS-1 includes access to 911 service.

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**SECTION 5 – SERVICE DESCRIPTIONS (cont'd)****5.7 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)**

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Customer loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configuration with 23 64Kbps Bearer (B) digital channels and one 64Kbps Data (D) digital channel. The B channels are designed for voice, data, image and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.544Mbps) point to point, private line facilities that enables Customer control of the 24 individual channels. PRI supports 1+, 0+, 7 digit, and 10 digit IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Customers to direct InterLATA voice, data and video over the Public Switched Telephone Network to the pre-subscribed IXC carrier of their choice, as well as 10XXX casual dialing. PRI also allows access to Public Switched Company services, such as Two-Way, Incoming Only, Outgoing Only, and DID.

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Customers are able to link up to 20 DS-1s together, providing a maximum of 479 64Kbps B channels controlled by a single D (signaling) channel.

**5.8 Directory Assistance**

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

**5.9 Operator Service**

Provides for live or automated operator treatment when Customer dials "0". Services include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

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**SECTION 5 – SERVICE DESCRIPTIONS (cont'd)**

**5.10 Local Calling Service**

This service provides for local calling service determined by NXX in a from and to grouping based on the listings in Section 4.1

Business calls are billed at either a flat per call rate or at a measured rate of six (6) second increments with an initial billing period of eighteen (18) seconds.

**5.11 Message Telecommunications Service (MTS)**

Message Telecommunications Service is a communications service which is available for use by Customers twenty-four (24) hours a day. MTS enables a User of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area, but within the boundaries of the state of Missouri.

Each MTS call is billed in 6 second increments after an initial billing period of 6 seconds. At the completion of each Billing Period, the total number of minutes will be rounded to the nearest minute. Fractional cents will be rounded to nearest cent.

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## SECTION 5 – SERVICE DESCRIPTIONS (cont'd)

### 5.12 Custom Calling Features

**Basic Caller ID:** Allows the number of the calling party to be passed from the telephone company to your telephone between the first and second ring signaling an incoming telephone call.

**Busy Number Re-dial:** This feature automatically redials another parties phone number after the Customer's first attempt to connect to that number resulted in a busy signal. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive other calls while the feature is activated.

**Call Waiting:** Permits the end-user engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switch hook, to place the first call on hold and answer the waiting call. The Customer may alternate between the two calls by operation of the switch hook, but a three-way conference call cannot be established.

**Call Forwarding:** Permits the end-user to automatically forward (transfer) all incoming calls to an end-user designated telephone number, and permits the end-user to restore incoming calls to non Call Forwarding operation.

**Call Forwarding Busy:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user's service order.

**Call Forwarding No Answer:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after end user designated number of rings. The number of rings and the forwarded number are fixed by the Customer service order.

**Call Forwarding Selective:** Permits the end-user to automatically forward (transfer) calls from up to ten end-user pre-selected number to another telephone number and to restore it to normal operation at their discretion. Call Forwarding Selective can be used in conjunction with Call Forwarding.

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## SECTION 5 – SERVICE DESCRIPTIONS (cont'd)

### 5.12 Custom Calling Features (cont'd)

**Call Screening:** Allows the end-user to automatically block incoming calls from up to ten Customer pre-selected telephone numbers (including numbers from which a Customer has just received a call. The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**Remote Call Forwarding:** Permits calls made to one end-user phone number to be forwarded to another end-user phone number served by a different phone company end-office.

**Speed Calling (8 or 30):** Permits the Customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than complete telephone numbers. The feature is available as an eight code list or a thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the Customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the eight code and thirty code lists, respectively) plus the telephone number.

**Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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**SECTION 5 – SERVICE DESCRIPTIONS (cont'd)**

**5.13 Trunk Side Features**

**Hunting:** Routes a call to an idle station line in a prearranged group when the called station line is busy.

**5.14 Main Number Retention**

Main Number Retention is an optional feature by which a Customer, who was formally a Customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

**5.15 Non Published Service**

This service provides for suppression of printed and recorded directory listings.

**5.16 Blocking/Unblocking**

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

**5.17 Personalized Telephone Number**

Personalized Telephone Number is an optional feature by which a new Customer may request a specific or unique telephone number and fax number for use with the Company provided Exchange Services. This service provides for the assignment of a Customer requested telephone number other than the next available number from the assignment control list.

Personalized Telephone Number is furnished subject to the availability of facilities and the requirements of Exchange Service as defined by the Company. The Company reserves all rights to the Personalized Telephone Numbers assigned to Customer's and may, therefore, in its sole discretion, change the number(s) if required.

Monthly recurring charges apply per Personalized Telephone Number.

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## SECTION 5 – SERVICE DESCRIPTIONS (cont'd)

### 5.18 Service Order and Service Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's PIC code.

### 5.19 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for resolving troubles reported by the Customer and the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

### 5.20 Directory Listings

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge to the customer. At a Customer's option, the Company will arrange for additional listings for an additional charge.

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## SECTION 5 – SERVICE DESCRIPTIONS (cont'd)

### 5.21 Emergency Services Calling Plan

Access (at no additional charge) to emergency services by dialing 0 - or 9-1-1.

Message toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to person and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in B. following: are offered at no charge to Customers:

- A. Governmental fire fighting, State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- B. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

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**SECTION 6 – [RESERVED FOR FUTURE USE]**

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## SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES

### 7.1 General

Services provided in this tariff section are available where the Company provides service, in whole or in part, over its own facilities, or where the Company provides service on a resold basis. Resold Services are provided through the use of resold switching and/or transport facilities obtained from Southwestern Bell Telephone Company.

The rates, terms and conditions set forth in this section are applicable where the Company provides specified local exchange services to Customers through either its own facilities, through resale of Southwestern Bell Telephone Company's local exchange services, or through combination of its own facilities and Southwestern Bell Telephone Company's local exchange services. The rates, terms and conditions set forth in this Section are not applicable to the Company's provision of service within the service area of any other incumbent local exchange carrier. The rates, terms and conditions set forth in this Section are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the Commission. The rates, terms and conditions set forth in this Section are applicable, as of the effective date hereof.

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## SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)

### 7.2 Local Exchange Service

#### 7.2.1. General

- A. Main line service provides intraexchange telecommunications service between subscribers within the boundaries of individual exchanges as designated on Exchange Boundary Maps. Main line service includes Company facilities, furnished to permit access to the telecommunications network, which extend from a central office to the Demarcation Point on the property where the subscriber is served.
- B. Main Line Services are defined as follows:
  - 1FB Flat Rate Business Service
  - 1MB Message Rate (single element) Business Service
  - LMB Measured Rate (multi-element) Business Service
  - TRK Commercial Flat Rate Central Office Trunk
- C. The exchange monthly Main Line rates hereinafter specified, are payable in advance and entitle the customer in any given exchange to service to all lines connected within that exchange without other charges, except for certain messages originating from Measured on Message Rate Service, Common Carrier Service and messages subject to Directory Assistance charges. To the extent provided under EAS, and subject to the rates therein specified, payable in advance, customers within certain exchanges are also entitled to service to lines connected within certain other exchanges.
- D. The boundaries of exchanges and certain territories in other states served by Missouri exchanges are as described or indicated on maps for each exchange which have been filed by the Incumbent Local Exchange Carrier and have been made a part of this Tariff. See Section 4.1 of this Tariff.

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)**

**7.2. Local Exchange Service (cont'd)**

**7.2.1. General (cont'd)**

- E. Flat rate and message/measured rate services are not furnished to business customers at the same location, with the exception of:
1. The non-administrative, inward terminations at a Telephone Answering Bureau.
  2. A flat rate Foreign Exchange line which is switched at a location whose calling area does not include the calling area of the normal serving exchange for the Measured Service lines.
  3. The selection of either flat rate service or Measured Service for all administrative lines of a Miscellaneous Common Carrier or Radio Common Carrier.
  4. Customers having a combination of metered service (1MB) and flat rate service prior to the effective date of this Tariff.
- F. Loop Diversity and/or Avoidance defined in the Private Line Transport Services Tariff are available with one-party business main line service, trunks, and semi-public message/flat rate service.

Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.

Customers subscribing to Avoidance may be required to pay Foreign Central office charges, as defined elsewhere.

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.2. Local Exchange Service (cont'd)****7.2.2. Application Of Rates For Business**

- A. Service is classified as business service and business rates apply when any of the following conditions exist:
1. When the service is furnished at a location where a business, trade or practice is performed and where use of the location is not primarily for domestic activities.
    - Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
    - Churches will be considered business service except as specified under A.1.
  2. When the directory listing is to be a business listing.
- B. Nonrecurring Charges
1. Nonrecurring charges, where applicable, are specified with services as stated in each section of the Tariff, unless otherwise specified or included in this section.
  2. Charges

NRC - Business		NRC
•	Install main service line, per access line	\$51.38
•	Change due to regrading from business to residence service, each	\$12.25
•	Change from any class of local service to any other class of local service	\$10.25

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.3 Business Lines and Trunks****7.3.1 Local Exchange Service****A. Standard Business Line**

	<b>MRC</b>
Flat Rate – 1 party	\$36.34
Message Rate – 1 party*	\$25.12
Measured rate – 1 party	\$19.96

Measured rate		Initial Minute	Each Additional Minute
Usage		\$0.06	\$0.03

\* Includes allowance of 100 local messages; additional local messages after initial allowance are \$0.07 per each message.

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.3 Business Lines and Trunks (cont'd)****7.3.2 Private Branch Exchange (PBX)****A. PBX Analog Trunks**

<u>NRC</u>	<u>NRC</u>
2-Way, 1-Way out, 1-Way in, 1-Way in with hunting for DID	\$51.38
<u>Monthly Recurring Rate</u>	<u>MRC</u>
2-Way, 1-Way out, 1-Way in, 1-Way in with hunting for DID	\$30.80

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)**

**7.3 Business Lines and Trunks (cont'd)**

**7.3.3 Digital PBX Trunks**

<u>Monthly Recurring Charge</u>	<u>MRC</u>
Digital Port Charges:	\$105.00

<u>NRC</u>	<u>NRC</u>
Per Trunk - Installation	\$355.00

<u>Monthly Recurring Charge</u>	<u>MRC</u>
Digital Transport Charges:	
Fixed	\$60.00
Per Mile	\$1.00

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.3 Business Lines and Trunks (cont'd)****7.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)**

<b>NRC</b>			<b>NRC</b>
ISDN PRI Installation Charge /T1 Facility			\$500.00

<b>Monthly Recurring Charge</b>			<b>MRC</b>
ISDN PRI Installation Charge /T1 Facility			\$400.00

Term Plan Price Standard Features Include:

- 23B+D
- 24B; Requires purchase of one 23B+D
- "D" Channel Control of Multiple ISDN Primes
- 64 Clear Channel Capability
- Direct Inward Dialing
- Dedicated Trunk Groups
- Digital DS-1 Trunk is an additional fee.
- (Refer to Digital DS-1 Trunk Pricing for Daltone located in Section 7.2 of this tariff.)

**ISDN PRI Optional Features: (One per Prime)**

<b>Monthly Recurring Charge</b>		<b>MRC</b>
23B with "D" Channel Backup		
Term Plan:		
Month to Month		\$625.00
12 Months		\$600.00
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<b>NRC</b>		<b>NRC</b>
Installation Charge:		\$700.00

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)**

**7.3 Business Lines and Trunks (cont'd)**

**7.3.5 Direct Inward Dial Service (DID)\***

<b><u>NRC - DID Installation</u></b>	<b><u>NRC</u></b>
DID Circuit Termination Charge	\$15.75
Block of 20 DID Numbers -per occasion	\$165.00

<b><u>Monthly Recurring Charge</u></b>	<b><u>MRC</u></b>
DID Circuit Termination Charge	\$50.00
Block of 20 DID Numbers -per occasion	\$5.00

\*DID Equipped Line/Trunk MRCs are in addition to the PBX Trunk MRCs. In addition, the Customer will be charged for the number of DID Number Blocks (20 numbers per block) regardless of the number of DID numbers utilized out of the available 20 numbers.

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)**

**7.4 Directory Assistance**

Charges

<b>Business</b>		<b>Per Call</b>
Per call		\$0.60

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)**

**7.5 Operator Services**

<b>Business</b>	<b>Per Call</b>
• Operator-Assisted Station-to-Station	\$1.24
• Operator-Assisted Person-to-Person	\$2.75

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.6 Features****7.6.1 Custom Calling Features****A Rates and Charges**

The following nonrecurring charge applies per line, per customer request to establish or change one or more custom calling features. The nonrecurring charge will not apply to discontinue all custom calling features. Monthly rate does not apply to customers using the service on a per activation basis.

<b><u>MONTHLY RATE</u></b>	<b><u>MRC</u></b>
Call Forwarding	\$6.00
- Busy	\$3.00
- Don't Answer	\$3.00
Caller Identification - Number	\$8.75
Call Waiting	\$8.00
Selective Call Forwarding	\$4.30
Speed Calling, 8-number capacity	\$3.70
Speed Calling, 30-number capacity	\$3.70
Three-Way Calling	\$4.30
<b><u>NRC</u></b>	<b><u>NRC</u></b>
Nonrecurring charge for Custom Calling Services	\$15.65

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.7 Remote Call Forwarding**

The Customer is responsible for any applicable local usage charges as described in applicable tariffs on file with the F.C.C. or the Commission.

<u>NRC</u>	<u>NRC</u>
Per Arrangement	\$15.65

  

<u>Monthly Recurring</u>	<u>MRC</u>
Per Arrangement	\$2.75

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**SECTION 7 – RETAIL TARIFF - SWBT EXCHANGES (cont'd)****7.8 Maintenance Visit Charges**

Duration of time, per technician

	MON	TUE	WED	THU	FRI	SAT
9:00 AM To 5:00PM	Charge per 1 <sup>st</sup> 1/2 hour -- \$50.00 Charge each additional 1/4 hour -- \$25.00					
5:00 PM To 9:00 AM	Charge per 1 <sup>st</sup> 1/2 hour -- \$75.00 Charge each additional 1/4 hour -- \$35.00					

SUN and Holidays	
Charge per 1 <sup>st</sup> 1/2 hour --	\$100.00
Charge each additional 1/4 hour --	\$50.00

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**SECTION 8 – [RESERVED FOR FUTURE USE]**

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**SECTION 9 – [RESERVED FOR FUTURE USE]**

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## SECTION 10 – MISCELLANEOUS SERVICE

### 10.1 Busy Line Verify and Line Interrupt Service

#### 10.1.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

- A. The operator will determine if the line is clear or in use and report to the calling party.
- B. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

#### 10.1.2 Regulations

- A. A charge will apply when:
  - 1. The operator verifies that the line is busy with a call in progress.
  - 2. The operator verifies that the line is available for incoming calls.
  - 3. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. A separate charge will apply for both verification and interruption.

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**SECTION 10 – MISCELLANEOUS SERVICES (cont'd)****10.1 Busy Line Verify and Interrupt Services (cont'd)****10.1.2 Regulations (cont'd)**

- B. No charge will apply when:
1. When the calling party advises that the call is to or from an official public emergency agency.
- C. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
- D. The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

**10.1.3 Rates**

<u>Charge Per Request</u>	<u>Charge</u>
Call Processing	
Verification, per request	\$1.39
Interrupt, per request	\$2.14

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**SECTION 10 – MISCELLANEOUS SERVICES (cont'd)****10.2 Restoration of Service****10.2.1 Description**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

**10.2.2 Rates**

<u>Non-Recurring Charge</u>			<u>NRC</u>
Restoration of Service per occasion			\$20.50

**10.2.3 PBX Trunks**

<u>Non-Recurring Charge</u>			<u>NRC</u>
Per PBX Trunk			\$51.38

**10.2.4 Nonrecurring Charges**

<u>Installation Charge:</u>			<u>NRC</u>
Additions, Deletions, Rearrangements & Changes of one or more Trunks to existing Trunk Groups:			
Per Interface, Occasion or Trunk Group			\$51.38

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**SECTION 10 – MISCELLANEOUS SERVICES (cont'd)****10.3 Primary Interexchange Carrier (PIC) Charges**

This refers to an arrangement whereby a customer may select and designate an Interexchange Carrier to access, without an access code, for interLATA, intrastate calls. Where intraLATA presubscription is available, this charge will apply to the change of the primary interexchange carrier for intraLATA intrastate calls as well.

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The Customer will incur a charge as provided below each time there is a change in the long distance carrier associated with the Customer's intraLATA or interLATA service after the initial installation of service. For example, if a Customer changes both its interLATA and intraLATA carriers simultaneously, a total of two (2) separate charges will apply (one for the interLATA change and one for the intraLATA change).

<u>Non-Recurring Charge</u>	<u>Charge</u>
PIC Charge per change	\$5.00

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## SECTION 11 – SPECIAL ARRANGEMENTS

### 11.1 Special Construction

#### 11.1.1 Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs or tariffs, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof.

#### 11.1.2 Basis for Cost Computation

The costs may include one or more of the following items to the extent they are applicable:

- A. Cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes:
  - 1. equipment and materials provided or used,
  - 2. engineering, labor and supervision,
  - 3. transportation, and
  - 4. rights of way;
- B. Cost of maintenance;
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- D. Administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- E. License preparation, processing and related fees;
- F. Tariff/Tariff preparation, processing and related fees;
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

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## SECTION 11 – SPECIAL ARRANGEMENTS (cont'd)

### 11.1 Special Construction (cont'd)

#### 11.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the customer.

- A. The termination liability period is the estimated service life of the facilities provided.
- B. The amount of the maximum termination liability is equal to the estimated amounts for:
  - 1. Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
    - (a) equipment and materials provided or used,
    - (b) engineering, labor and supervision,
    - (c) transportation, and
    - (d) rights of way;
  - 2. license preparation, processing, and related fees;
  - 3. tariff/tariff preparation, processing, and related fees;
  - 4. cost of removal and restoration, where appropriate; and
  - 5. any other identifiable costs related to the specially constructed or rearranged facilities.

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## SECTION 11 – SPECIAL ARRANGEMENTS (cont'd)

### 11.1 Special Construction (cont'd)

#### 11.1.3 Termination Liability (cont'd)

- C. The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 7.1.3(B) preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 7.1.3(B) preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

### 11.2 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. Rates for Centrex and local exchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Commission Staff upon request on a proprietary basis. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. ICB rates will not be used for switched services

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## SECTION 11 – SPECIAL ARRANGEMENTS (cont'd)

### 11.3 Special Promotions

The Carrier may from time to time engage in special promotional service offerings of limited duration (not to exceed ninety days on a per customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Carrier's tariff as an addendum to the Carrier's tariffs. All promotions are offered on a non-discriminatory basis and are subject to Commission approval. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis.

### 11.4 Trial Services

The Company may offer new services, not otherwise tariffed or included in a tariff, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

### 11.5 Discounts

The Company may, from time to time as reflected in the tariff, offer discounts based on monthly volume (or, when appropriate, "monthly revenue commitment" and/or "time of day" may also be included in the tariff/tariff).

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**SECTION 12 – PROMOTIONAL OFFERINGS**

**12.1 [RESERVED FOR FUTURE USE]**

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## SECTION 13 – TELEPHONE ASSISTANCE PROGRAMS

### 13.1. Universal Service Discount Plan For Schools And Libraries

Schools, libraries, and consortia including those entities that comply with 47 CFR, Section 54.501 will be eligible for the Universal Service Discount Plan for schools and libraries (Plan). Discounts available to eligible schools and libraries shall be determined based on 47 CFR, Section 54.505.

Services purchased at a discount under this Plan shall not be resold.

#### 13.1.1. Terms and Conditions

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.500.

#### 13.1.2. Prices

Plan discounts are as detailed in 47 CFR, Section 54.505.

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## **SECTION 13 – TELEPHONE ASSISTANCE PROGRAMS (cont'd)**

### **13.2 Universal Service Support Plan For Health Care Providers**

Public and non-profit health care providers as defined in 47 CFR, Section 54.601 shall be eligible for this universal service support plan for health care providers (Plan). Services covered by the Plan are all telecommunications services. However, those with a bandwidth capacity are limited to a bandwidth capacity of 1.544 Mbps or less.

Services purchased pursuant to this Plan shall not be resold.

#### **13.2.1. Terms and Conditions**

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.601.

#### **13.2.2. Prices**

The amount of universal service support for an eligible service provided to a rural health care provider shall be the difference, if any, between the urban rate and the rural rate charged for the service, as defined within these rules.

Plan discounts/support are as detailed in 47 CFR, Section 54.605, 607 and 609.

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## **14.0 - CARRIER ACCESS SERVICE**

### **14.1 Switched Access Service - General**

Switched Access Service, which is available to Carrier Customers (IXC's) for furnishing their services to end users, provides a two-point electrical communications path between an IXC's premises and an end user's premises. Switched Access Service is only available for access to Company "On-Net" end users. It provides for the use of switching, transport facilities and common subscriber plant of the Company. Switched Access Service is available only to IXC's that have been certificated by the Missouri Public Service Commission to provide Intrastate/Interlata telecommunications service in Missouri. The Company offers such Service where facilities of the Company or other providers permit. Such Service may be provided over the Company's own facilities or in combination with the facilities of other Carriers. No call detail records (CDR's) are provided with Switched Access Service.

### **14.2 Call Types**

All traffic will be grouped and rated by call type. A call type shall include, but not be limited to, the following product attributes: jurisdiction (interstate/interLATA and intrastate/interLATA, intrastate/intraLATA), direction (originating or terminating).

### **14.3 Jurisdictional Assignments**

When the call detail available to the Company is insufficient to determine call jurisdiction, Interexchange Carrier Customers will be billed according to the percent interstate usage (PIU) reported to the Company.

If no PIU is provided by the IXC Customer, the Company will designate the following default PIU: 50%. Should the Company be audited by any Local Exchange Company (LEC), regulatory body, or other entity duly authorized to audit PIUs, the IXC Customer agrees to provide the Company and/or the auditing party with sufficient information to prove that the PIU filed by the IXC Customer with the Company is true and correct. Furthermore, the IXC Customer shall provide Calling Party Number (CPN) to the Company if the IXC Customer is technically capable of providing CPN.

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## **14.0 - CARRIER ACCESS SERVICE (cont'd)**

### **14.4 Traffic Format**

All traffic passed between the parties shall be in FGD format, as specified in Bellcore TR-NPL-000334, Technical Reference Voice Grade Switched Access Service, Transmission Parameter Limits and Interface Combinations, except terminating traffic carried in other formats such as FGB. Automatic Number Identification ("ANI") and Called Party Number ("CPN") information will be supplied on a per-call basis, except when such information is not provided to Company by an Incumbent Local Exchange Company ("ILEC") Network, or when such information is not passed in the appropriate signaling format, such as FGB.

### **14.5 Signaling**

The Company and the IXC Customer shall establish Signaling System 7 ("SS7") connectivity to provide call set up time and call tear down capabilities, etc., as specified in Bellcore TR-NWT-000394 and TR-TSV-000905, or multi-frequency (MF) signaling to support the Service. Such SS7 connectivity may be directly between the Parties or may be between a third party SS7 hub provider and the Parties.

14.5.1 If SS7 connections are made via a third party, the IXC shall be responsible for installing, maintaining and paying for such SS7 links to the Company.

14.5.2 If SS7 connections are made to Company's Signal Transfer point (STPs), the IXC will be responsible for installing, maintaining and paying for appropriate links to Company's STPs. The design and operation of the SS7 interconnection links shall be tested and must be approved by both Parties prior to the provision of Service. Any new SS7 circuits required will be provisioned as described above.

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## **14.0 - CARRIER ACCESS SERVICE (cont'd)**

### **14.6 Order Process**

- 14.6.1 Services furnished by the Company may be interconnected with services or facilities of other authorized communications carriers, subject to the Companies technical limitations. Services provided in conjunction with an incumbent local exchange company (ILEC) requires compliance with industry meet point guidelines.
- 14.6.2 All charges for services will commence either on the date that service is installed by the Company or by the IXC customer desired due date, whichever is later.
- 14.6.3 Order for Service shall be remitted on ASR's or other formats as mutually agreed upon by the parties.

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## **14.0 - CARRIER ACCESS SERVICE (cont'd)**

### **14.7 Usage Measurement and Billing**

#### **14.7.1 Usage Measurement, Start**

Terminating: For all terminating traffic, usage measurement will commence when answer supervision or the appropriate SS7 Address Message is received by the Company's switch from the terminating end user's end office, indicating that the terminating end user has answered.

Originating: For all originating traffic, usage measurement will commence when the Company's switch receives the first wink supervisory signal or the Company end office switch receives the appropriate SS7 Exit Message from the tandem.

#### **14.7.2 Usage Measurement, End**

Terminating: For all terminating traffic, usage measurement will end when the Company's switch receives disconnect supervision or the appropriate SS7 Release Message is received or sent by the Company's switch.

Originating: For all originating traffic, usage measurement will end when the Company's switch receives disconnect supervision or the appropriate SS7 Release message is received or sent by the Company's switch.

### **14.8 Charges**

Charges for Carrier Access Service are applied as nonrecurring or recurring. Nonrecurring charges are one-time charges that apply for a specific work activity like service installations and service change orders. Recurring charges may include usage and facility charges. All usage and nonrecurring charges shall be billed in arrears. Facility charges shall be billed prior to the beginning of the billing period.

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## **14.0 - CARRIER ACCESS SERVICE (cont'd)**

### **14.9 Carrier Access Rate Categories**

#### **14.9.1 Entrance Facility:**

RESERVED FOR FUTURE USE.

14.9.2 Access Tandem Switching: The tandem switching rate for tandem switched transport is a usage sensitive charge based on the originating and terminating minutes of use switched via the access tandem..

14.9.3 Switched Transport: Switched Transport provides the transmission facilities between the IXC's Serving Wire Center and the End Office where the IXC's traffic is switched to originate or terminate an end users communications.

Common Transport provides a transmission path between an ILEC Access Tandem and the Company End Office where the Customer's traffic is switched. Common Transport is jointly provided with billing charges apportioned between the ILEC and the Company in accordance with meet point billing guidelines. Rates for Common Transport are set forth in 14.10.

14.9.4 End Office: The End Office Rate category provides for the local End Office switching and end user termination functions necessary to complete the transmission of IXC Access Services to and from the end users served by the End Office. The End Office rate element consists of a per minute of use Local Switching charge. Rates for End Office Local Switching are set forth in 14.10.

14.9.5 Carrier Common Line: Carrier Common Line provides for the use of an end user's company-provided common lines by IXC's for access to such end users to furnish Intrastate/Interlata communications. Rates for Carrier Common Line are set forth in 14.10.

14.9.6 800 Data Base Query: 800 Data Base Query is an originating service utilizing trunkside access which provides for the forwarding of end user dialed 8XX-NXX-XXXX calls to an IXC based on the dialed 8XX number. Rates for 800 Data Base Query are set forth in 14.10.

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## **14.0 - CARRIER ACCESS SERVICE (cont'd)**

### **14.10 Rates and Charges**

#### **14.10.1 Entrance Facility**

RESERVED FOR FUTURE USE

#### **14.10.2 Access Tandem Switching**

RESERVED FOR FUTURE USE

#### **14.10.3 Switched Transport**

Direct-Trunked Transport, per MOU	\$0.005
Access Tandem Switching, per MOU	\$0.000295

#### **14.10.4 End Office Charges**

Local Switching, per MOU	\$0.008339
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#### **14.10.5 Carrier Common Line**

Originating, per MOU	\$0.0098337
Terminating, per MOU	\$0.0178315

#### **14.10.6 800 Database Queries**

Per Query	\$0.0031
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