

LOCAL EXCHANGE SERVICE

3.

3.7

CERTAIN MATERIAL ON THIS PAGE HAS BEEN REMOVED

3.8 Telecommunications Relay Service (TRS):

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission.

LOCAL EXCHANGE SERVICE

1. Service Descriptions (Cont'd)

3.9 Residential Service<sup>1/2</sup>

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- A. Application of Residence Service: Residential service is defined as service that is furnished (1) in private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupational use; (2) in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters; (3) used for purposes of study by a clergyman located in a church, synagogue, mosque or other religious institution. The Company reserves the right to disconnect customer's residential service or to convert any plan associated with such service to a business plan upon appropriate customer notification if it is determined that usage is not consistent with normal residential applications. This service is for voice use only residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.
- B. Rates and Charges: Usage charges are based on local usage. Chargeable time for the customer shall begin when the called party answers and shall end upon disconnection by either party. Local calls are billed on a per minute basis unless otherwise indicated. Calls are rounded to the next higher full minute. If the computed charge includes a fraction of a cent, the fraction is rounded to the nearest whole cent.
- C. All residential service set forth in this Section of this tariff is presently only available to those customers who presently have service on lines with MCImetro, Sothwestern Bell Communications Bell or with another carrier who provisions service either via resale of MCImetro services or via UNE-Platform service provided by MCImetro.
- D. Line Connection Fee: Applies on a per line basis when a customer requests a new line of service or when a customer moves to a new location.
- E. Service Order Charge: Applies to changes made to an account after the point of sale.

3.9.1 Service Offerings

3.9.1.1 Residential RZA Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications Tariff No.1. Customers who subscribe to this service may not subscribe to Residential RZB service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

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<sup>1</sup>Effective October 1, 2019, the Company will no longer offer local exchange service to new residential customers as described in this section (Section 3.9, Residential Service). Also effective October 1, 2019, existing residential customers currently subscribed to any of the Company local exchange service offerings described in this section (Section 3.9, Residential Service) will no longer be able to move, add to, or change the service to which they are subscribed.

<sup>2</sup>Effective December 31, 2023, the Company no longer offers local exchange service to residential customers and all residential local phone service offerings in this tariff are discontinued and withdrawn. A reasonable transition period beyond January 1, 2024 may be permitted where the Company determines that additional time is needed for customers to establish replacement service.

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.1 Residential RZA Service<sup>1</sup> (Cont'd)

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom Communications customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Tariff No. 1.

Customer will receive unlimited local usage. Customers may elect to receive any or all of the following features, where facilities are available: Customers receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection. The monthly recurring charge will not change regardless of the number of features selected. Customers may reselect at a later date any of the above features at no additional charge. Customers will receive Block 900 & 976 with this service at no additional charge.

The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.<sup>1</sup>

<sup>1</sup>Effective June 6, 2005 Residential RZA Service will no longer be available to new customers.

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<sup>1</sup>This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.1 Residential RZA Service<sup>1</sup> (Cont'd)

For Customers subscribing to Residential RZA service under this tariff Prior to August 24, 2002 the following termination provisions apply:

Termination:

For customers who disconnect from Residential RZA service under this tariff, the companion residential service offering under MCI WorldCom Communications Tariff No. 1 and <http://www.mci.com/service/>, as well as Residential RZA Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan C under MCI WorldCom Communications Tariff No. 1 and its companion residential service under <http://www.mci.com/service>.

For customers who disconnect either from i) interstate service under <http://www.mci.com/service/> and interLATA service under MCI WorldCom Communications Tariff No. 1 or ii) intraLATA service under MCI WorldCom Communications Tariff No.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MCI WorldCom Communications Tariff No.1, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan C under MCI WorldCom Communications Tariff No.1 (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RZC Service under this tariff.

For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate (interLATA and intraLATA) service under MCI WorldCom Communications Tariff No.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MCI WorldCom Communications Tariff No.1, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RZC Service under this tariff.

For Customers subscribing to Residential RZA service under this tariff on or after August 24, 2002 the following termination provisions apply:

<sup>1</sup>Effective June 6, 2005 Residential RZA Service will no longer be available to new customers.

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.1 Residential RZA Service<sup>1</sup> (Cont'd)

For the purposes of this plan, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service under MISSOURI P.S.C TARIFF NO.1 and <http://www.mci.com/service>; and existing customers are customers, who, at the time of subscription to this plan, are receiving service under MISSOURI P.S.C TARIFF NO.1 and <http://www.mci.com/service>."

- 1) For existing customers who disconnect only from Residential RZA service under this tariff, the companion residential long distance service under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1 and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MISSOURI P.S.C TARIFF NO.1 and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from Residential RZA service under this tariff and intraLATA service under Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, the companion residential long distance service under <http://www.mci.com/service/>, MISSOURI P.S.C TARIFF NO.1 and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and to which the customer was subscribed at the time of subscription to this plan.
- 3) For existing customers who disconnect from Residential RZA service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under, <http://www.mci.com/service/>, and Residential RLA Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under to which the customer was subscribed at the time of subscription to the plan.
- 4) For existing customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MISSOURI P.S.C TARIFF NO.1, companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLA under MISSOURI P.S.C TARIFF NO.1, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service if customer subscribes Before to January 18, 2003 and Residential RLD-1 if customer subscribes to this service on or after January 18, 2003, under this tariff.

<sup>1</sup>Effective June 6, 2005 Residential RZA Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.1 Residential RZA Service<sup>1</sup> (Cont'd)

- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MCI WorldCom Communications, Inc., P.S.C TARIFF NO. 1 and Residential RZA service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MISSOURI P.S.C TARIFF NO.1, to which the customer was subscribed to at the time of subscription to this plan and Residential RLD-1 Service under this tariff.
- 6) For existing customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, and Residential RZA service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-1 Service under this tariff and to the service offering under MISSOURI P.S.C TARIFF NO.1 to which the customer was subscribed to at the time of subscription to this plan.
- 7) For new customers who disconnect only from Residential RZA service under this tariff, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MISSOURI P.S.C TARIFF NO.1 and its companion interstate service under <http://www.mci.com/service/>.
- 8) For new customers who disconnect from Residential RZA service under this tariff and intraLATA service under Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RZA under MISSOURI P.S.C TARIFF NO.1, and Residential RLA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MISSOURI P.S.C TARIFF NO.1 and its companion interstate service under <http://www.mci.com/service/>.
- 9) For new customers who disconnect from Residential RZA service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, companion residential offering under MISSOURI P.S.C TARIFF NO.1, and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MISSOURI P.S.C TARIFF NO.1.

<sup>1</sup>Effective June 6, 2005 Residential RZA Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.1 Residential RZA Service<sup>1</sup> (Cont'd)

- 10) For new customers who disconnect from interstate service under <http://www.mci.com/service/> and from intralATA service under Missouri P.S.C Tariff No.1, the companion residential service offering under [http://www.mci.com/service/Integrated Calling Plan RZA](http://www.mci.com/service/IntegratedCallingPlanRZA) under Missouri P.S.C Tariff No.1 and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service if customer subscribes before to January 18, 2003 and Residential RLD-1 if customer subscribes to this service on or after January 18, 2003, under this tariff
- 11) For new customers who disconnect only from intralATA service under Integrated Calling Plan RZA under Missouri P.S.C Tariff No.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under and Residential RZA service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under Missouri P.S.C Tariff No.1 and its companion interstate service under <http://www.mci.com/service/>, and Residential RLD Service if customer subscribes before to January 18, 2003 and Residential RLD-1 if customer subscribes to this service on or after January 18, 2003, under this tariff
- 12) For new customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZA under., and Residential RZA Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service if customer subscribes before to January 18, 2003 and Residential RLD-1 if customer subscribes to this service. on or after January 18, 2003, under this tariff and to the Basic Calling Plan P under Missouri P.S.C Tariff No.1.

Monthly Recurring Charge:

Zone 1 \$72.99 (I)  
Zone 2 \$76.99 (I)  
Zone 3 \$76.99 (I)  
Zone 4 \$72.99 (I)

The following areas are covered by these Zones (Zone 1 corresponds to Rate group D exchange, Zone 2 to Rate Group B, Zone 3 to rate Group A, and Zone 4 to Rates group C, as defined in SBC Missouri's Local Exchange Tariff.

<sup>1</sup>Effective June 6, 2005 Residential RZA Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RZA Affinity Savings Plan<sup>1</sup>

The Residential RZA Affinity Savings Plan is available to new and existing customers of Residential RZA Service who are also members of a qualified commercial affinity group or employees of a participating affinity of the Company.

Customers enrolled in this plan will receive the following benefits:

A \$5.00 discount off the monthly recurring charge for Residential RZA Service in each month they remain subscribed to Residential RZA Service.

By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RZA Service shall apply.

MATERIAL LOCATED ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE 63.3.2

<sup>1</sup>Effective February 5, 2004 this plan will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.2 Residential RZA-1 Service<sup>1</sup>

Residential RZA-1 Service is available to Customers who enroll in Residential RZA Service on their primary line as described in this tariff who have two or more lines on their account.

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to Residential RZA Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/> service and in MCI Communications Services Inc. d/b/a Verizon Business Services Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Zone: 1	\$13.99 (R)	T
Zone: 2	\$25.99	
Zone: 3	\$20.99	
Zone: 4	\$18.99	T

Touch tone is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. Verizon customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Services Inc. d/b/a Verizon Business Services Tariff No. 1.

Customer will receive unlimited local exchange service. Customer will receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

<sup>1</sup>Effective August 24, 2002, Residential RZA-1 Service will no longer be available to new customers.

Local Exchange Service

Missouri Public

REC'D JUL 24 2002

Service Descriptions (Con't)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.2 Residential RZA-1 Service (Cont'd)

Service Commission

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.<sup>1</sup>

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Monthly Recurring Charge: \$20.00

Termination:

For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications Tariff No. 1, or Residential RZA Service under this tariff, and customer's additional line or lines remain on the account, then the Company will reclassify one of the additional lines as Customer's new primary line with Residential RZA Service.

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<sup>1</sup>This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

Local Exchange Service

Missouri Public  
Service Commission

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

REC'D DEC 18 2002

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service<sup>1</sup>

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications Tariff No. 1. Customers who subscribe to this service may not subscribe to Residential RZA service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Touch tone is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/intranet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom Communications customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Tariff No. 1.

Customer will receive unlimited local usage. Customers may elect to receive any or all of the following features, where facilities are available: Customer will receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection. The monthly recurring charge will not change regardless of the number of features selected. Customers may reselect at a later date any of the above features at no additional charge. Customers will receive Block 900 & 976 with this service at no additional charge.

Customer will receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

Missouri Public

FILED JAN 30 2003

Service Commission

<sup>1</sup>Effective January 18, 2003, Residential RZB Service will no longer be available to new customers.

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service (Cont'd)

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customer's service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected. 1/

Monthly Recurring Charges:      \$28.99

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<sup>1</sup>This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

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Local Exchange Service

Missouri Public

Service Descriptions (Cont'd)

REC'D JUL 24 2002

3.9 Residential Service (Cont'd)

Service Commission

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service (Cont'd)

For Customers subscribing to Residential RZB service under this tariff Prior to August 24, 2002 the following termination provisions apply: N  
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Termination:

For customers who disconnect from Residential RZB service under this tariff, the companion residential service offering under MCI WorldCom Communications Tariff No. 1 and <http://www.mci.com/service/>, as well as Residential RZB Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan C under MCI WorldCom Communications Tariff No. 1 and its companion residential service under <http://www.mci.com/service>.

For customers who disconnect either from I) interstate service under <http://www.mci.com/service/> and interLATA service under MCI WorldCom Communications Tariff No. 1, or II) interLATA service under MCI WorldCom Communications Tariff No. 1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan C under MCI WorldCom Communications Tariff No. 1 (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RZC Service under this tariff.

For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate (interLATA and intraLATA) service under MCI WorldCom Communications Tariff No. 1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RZC Service under this tariff.

Missouri Public

FILED AUG 24 2002

Service Commission

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service (Cont'd)

For customers subscribing to Residential RZB service under this tariff on or after August 24, 2002, the following termination provisions apply. For the purposes of this plan, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service under MCI WorldCom Communications Tariff No. 1, and <http://www.mci.com/service>; and existing customers are customers, who, at the time of subscription to this plan, are receiving service under MCI WorldCom Communications Tariff No.1 and <http://www.mci.com/service>."

- 1) For existing customers who disconnect only from Residential RZB service under this tariff, the companion residential long distance service under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Tariff No. 1, and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from Residential RZB service under this tariff and intraLATA service under Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, the companion residential long distance service under <http://www.mci.com/service/> and ,MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/>, MCI WorldCom Communications Tariff No. 1, to which the customer was subscribed at the time of subscription to this plan.
- 3) For existing customers who disconnect from Residential RZB service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under MCI WorldCom Communications Tariff No. 1, <http://www.mci.com/service/>, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Tariff No. 1, to which the customer was subscribed at the time of subscription to the plan.
- 4) For existing customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Tariff No. 1, companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD if customer subscribes C  
before to January 18, 2003 and Residential RLD-2 if |  
customer subscribes to this service on or after January 18, |  
2003 service under this tariff. C

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service (Cont'd)

- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RLB under MCI WorldCom Communications Tariff No. 1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications, Inc., Residential RZB service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Tariff No. 1, to which the customer was subscribed to at the time of subscription to this plan and Residential RLD if customer subscribes before to January 18, 2003 and Residential RLD-2 if customer subscribes to this service on or after January 18, 2003 service under this tariff.
- 6) For existing customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD if customer subscribes before to January 18, 2003 and Residential RLD-2 if customer subscribes to this service on or after January 18, 2003 service under this tariff. and to the service offering under to which the customer was subscribed to at the time of subscription to this plan.
- 7) For new customers who disconnect only from Residential RZB service under this tariff, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to the Basic Calling Plan P under MCI WorldCom Communications Tariff No. 1, and its companion interstate service under <http://www.mci.com/service/>.
- 8) For new customers who disconnect from Residential RZB service under this tariff and intraLATA service under Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCI WorldCom Communications Tariff No. 1, and Residential RLB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Tariff No. 1, and its companion interstate service under <http://www.mci.com/service/>.
- 9) For new customers who disconnect from Residential RZB service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, companion residential offering under MCI WorldCom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Tariff No. 1.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.3 Residential RZB Service (Cont'd)

- 10) For new customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCIWorldcom Communications Tariff No. 1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCIWorldcom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD if customer subscribes before to January 18, 2003, and Residential RLD-2 if customer subscribes to this service on or after January 18, 2003, service under this tariff. C
- 11) For new customers who disconnect only from intraLATA service under Integrated Calling Plan RLB under MCIWorldcom Communications Tariff No. 1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCIWorldcom Communications Tariff No. 1, and Residential RZB service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCIWorldcom Communications Tariff No. 1, and its companion interstate service under <http://www.mci.com/service/>, Residential RLD if customer subscribes before to January 18, 2003, and Residential RLD-2 if customer subscribes to this service on or after January 18, 2003, service under this tariff. C
- 12) For new customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RZB under MCIWorldcom Communications Tariff No. 1, and Residential RZB Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD if customer subscribes before to January 18, 2003, and Residential RLD-2 if customer subscribes to this service on or after January 18, 2003, service under this tariff. Basic Calling Plan P under MCIWorldcom Communications Tariff No. 1. C

**Missouri Public**

Local Exchange Service

3. Service Descriptions (Cont'd)

REC'D JUL 24 2002

3.9 Residential Service (Cont'd)

**Service Commission**

3.9.1 Service Offerings (Cont'd)

3.9.1.4 Residential RZB-1 Service<sup>1</sup>

Residential RZB-1 Service is available to Customers who enroll in Residential RZB Service on their primary line as described in this tariff who have two or more lines on their account.

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom telecommunications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to Residential RZB Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and in MCI WorldCom Communications Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Touch tone is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Tariff No. 1.

Customer will receive unlimited local usage. Customer will receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1)-facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

<sup>1</sup>Effective August 24, 2002, Residential RZB-1 Service will no longer be available to new customers.

**Missouri Public**

FILED AUG 24 2002

**Service Commission**

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.4 Residential RZB-1 Service<sup>1</sup> (Cont'd)

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customer's service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge

Zone: 1 \$13.99 (R)  
Zone: 2 \$25.99  
Zone: 3 \$20.99  
Zone: 4 \$18.99

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Termination:

For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications Tariff No. 1, or Residential RZB Service under this tariff, and customer's additional line or lines remain on the account, then the Company will reclassify one of the additional lines as Customer's new primary line with Residential RZB Service.

\*This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

<sup>1</sup>Effective August 24, 2002, Residential RZB-1 Service will no longer be available to new customers.

Local Exchange Service

Missouri Public

REC'D JUL 24 2002

Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Service Commission

3.9.1.5 Residential RZC Service<sup>1</sup>

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA, Residential or RZA-1, service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI WorldCom Communications Tariff No.1

Unlimited local calling is included with this service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, 3-Way Calling, Speed Dial 8, Anonymous Call Rejection.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, per use charges and customer call features not included in the list below. Custom calling features not included in features above and per-call surcharges (i.e. 900/976, local intraLATA and long distance). Usage from any other residential service offerings cannot be aggregated with this service.

IntraLATA calls are not included in the monthly Residential RZC charge. Customers who have selected MCI WorldCom as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI WorldCom Communications Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

Monthly Recurring Charges: \$29.99

Effective August 24, 2002, Residential RZC Service will no longer be available to new customers.

Missouri Public

Issued: July 24, 2002

Carmen L. Feliciano  
Tariff Administrator  
205 N. Michigan Ave.  
Chicago IL, 60618

Effective: August 24, 2002

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Service Commission

Local Exchange Service

Missouri Public

REC'D JUL 24 2002

Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.5 Residential RZC Service(Cont'd)<sup>1</sup>

Service Commission

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customer's service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.<sup>2</sup>

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<sup>1</sup>Effective August 24, 2002, Residential RZC Service will no longer be available to new customers.

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<sup>2</sup>This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

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205 N. Michigan Ave.  
Chicago IL, 60618

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Service Commission

Local Exchange Service

Missouri Public

Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

REC'D JUL 24 2002

3.9.1 Service Offerings (Cont'd)

Service Commission

3.9.1.6 Residential RZD Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service.

Unlimited local calling is included with this service.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per-use charges and custom calling features not included in the list below. Usage from any other residential service offerings cannot be aggregated with this service. T

IntraLATA calls are not included in the monthly Residential RZD charge.

The Company reserves the right to discontinue offering the service in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company. The Company will abide by the Commission's discontinuance of service regulations regarding termination of service of a residential customer.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customer's service may be assessed a \$50 monthly recurring data usage charge or disconnected.<sup>1</sup>

Monthly Recurring Charges: \$29.99

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<sup>1</sup>This service is for voice use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. Usage for non-voice applications (e.g. dial-up internet service, fax service, etc.) is limited to 2000 minutes per month. If it is determined that non-voice usage exceeds these limits, the Company will notify the customers that the customer's usage exceeds the 2,000 minute allowance and give the customer one to two months to comply with the monthly allowance. If the customer remains out of compliance with the data usage limits, the Company may disconnect the customer's service after providing appropriate notice. The customer may continue to receive the service if he or she agrees to pay a \$50.00 monthly recurring data usage charge. The Company will abide by the Commission's notification of disconnect policies prior to disconnecting a customer in the event the customer refused to pay the \$50 monthly recurring data usage charge.

Local Exchange Service  
3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.7

Residential RLC Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling; 2) subscribe to Residential RLC Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and in Missouri P.S.C Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Touch tone is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and Missouri P.S.C Tariff No. 1.

Monthly Recurring Charge

Zone 1:	\$44.99	
Zone 2:	\$53.99	
Zone 4:	\$46.99	

Customer will receive unlimited local service usage. The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

For the purposes of this plan, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service under Missouri P.S.C Tariff No. 1 and <http://www.mci.com/service>; and existing customers are customers, who, at the time of subscription to this plan, are receiving service under Missouri P.S.C Tariff No. 1 and <http://www.mci.com/service>.

This service is for use by residential voice customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Local Exchange Service

3. Service Descriptions (Cont'd)

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3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.7 Residential RLC Service (Cont'd)

Service Commission

Termination: The following provisions will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect only from Residential RLC service under this tariff, the companion residential long distance service under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MISSOURI P.S.C TARIFF NO.1 and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MISSOURI P.S.C TARIFF NO.1 and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from Residential RLC service under this tariff and intraLATA service under Integrated Calling Plan RLC under MISSOURI P.S.C TARIFF NO.1, the companion residential long distance service under <http://www.mci.com/service/>, MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 to which the customer was subscribed at the time of subscription to this plan.
- 3) For existing customers who disconnect from Residential RLC service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, <http://www.mci.com/service/>, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications, Inc., to which the customer was subscribed at the time of subscription to the plan.
- 4) For existing customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.
- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, to which the customer was subscribed to at the time of subscription to this plan and Residential RLD Service under this tariff.

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Local Exchange Service

3. Service Descriptions (Cont'd)

**Missouri Public**

**REC'D JUL 24 2002**

3.9 Residential Service (Cont'd)

**Service Commission**

3.9.1 Service Offerings (Cont'd)

3.9.1.7 Residential RLC Service (Cont'd)

- 6) For existing customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLC Service under this tariff and to the service offering under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 to which the customer was subscribed to at the time of subscription to this plan.
- 7) For new customers who disconnect only from Residential RLC service under this tariff, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 and its companion interstate service under <http://www.mci.com/service/>.
- 8) For new customers who disconnect from Residential RLC service under this tariff and intraLATA service under Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and its companion interstate service under <http://www.mci.com/service/>.
- 9) For new customers who disconnect from Residential RLC service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, companion residential offering under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1.

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Local Exchange Service

**Missouri Public**

3. Service Descriptions (Cont'd)

**REC'D JUL 24 2002**

3.9 Residential Service (Cont'd)

**Service Commission**

3.9.1 Service Offerings (Cont'd)

3.9.1.7 Residential RLC Service (Cont'd)

- 10) For new customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.
- 11) For new customers who disconnect only from intraLATA service under Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 and Residential RLC service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1 and its companion interstate service under <http://www.mci.com/service/>, and Residential RLD Service under this tariff.
- 12) For new customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC under MCI WorldCom Communications, Inc., and Residential RLC Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff and to Basic Calling Plan P under MCI WorldCom Communications Inc., MISSOURI P.S.C TARIFF NO.1.

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**Service Commission**

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.8 Residential RLD Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA, Residential RZB, or Residential RLC service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI Communications Inc., Missouri P.S.C Tariff No. 1. Unlimited local calling is included with this service.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Inc., Missouri P.S.C Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charges:

Zone 1:	\$41.99	
Zone 2:	\$53.99	
Zone 3:	\$48.99	
Zone 4:	\$46.99	

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.9 Residential RLC-1 Service 2/

Residential RLC-1 Service is available to Customers who enroll in Residential RZA Service, Residential RZB Service, or Residential RZC Service on their primary line as described in this tariff who have two or more lines on their account.

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications Inc., as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling, 2) subscribe to in Residential RZA Service, Residential RZB Service, or Residential RZC Service Service as described in this tariff, and 3) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and in MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service. Customers of Link Up Service as described in this tariff are eligible for enrollment in this service.

Touch tone is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

Customer will receive unlimited local service usage. The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential voice customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:

Zone 1	\$26.99	1/	
Zone 2	\$38.99	1/	
Zone 3	\$33.99	1/	
Zone 4	\$31.99	1/	

1/ For zone areas please refer to page 63.3.2  
2/ Effective June 1, 2011 this plan will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.9 Residential RLC-1 Service 1/ (Cont'd)

N

Termination:

For customers who disconnect from Residential RZA Service, Residential RZB Service, or Residential RZC Service service under this tariff: The companion residential service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service/>, as well as Residential RZA Service, Residential RZB Service, or Residential RZC Service and Residential RLC-1 service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion residential service under <http://www.mci.com/service/>.

For customers who disconnect either from i) interstate service under <http://www.mci.com/service/> and interLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. or ii) intraLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. The companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC-1 under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLC-1 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service). Customer will also be automatically re-subscribed to Residential RLD service under this tariff.

For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate (interLATA and intraLATA) service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. The companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC-1 under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLC-1 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD Service under this tariff.

For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., or Residential RZA Service, Residential RZB Service, or Residential RZC Service under this tariff, and customer's additional line or lines remain on the account: The companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLC-1 under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLC-1 Service under this tariff will terminate. Customer's additional line or lines will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. (if customer has disconnected from interstate service) or its companion residential service under <http://www.mci.com/service/> (if customer has disconnected from intrastate service), and the additional line or lines will also be automatically re-subscribed to Residential RLD service under this tariff.

1/ Effective June 1, 2011 this plan will no longer be available to new customers.

N

ISSUED: April 29, 2011

EFFECTIVE: June 1, 2011

Griselda Antu  
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**FILED**  
**Missouri Public**  
**Service Commission**  
**JL-2011-0553**

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.10 Residential RLD-1<sup>1</sup> Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI Communications Inc. Missouri PUC Tariff No. 1. Unlimited local calling is included with this service. Customers will receive the following features, where facilities are available: Call Waiting, Call Waiting ID w/Name & Number, Caller ID w/Name & Number, Speed Dial 8, Three-Way Calling, Anonymous Call Rejection and Voicemail.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD-1 charge. Customers who have selected MCI WorldCom as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Inc. Missouri PUC Tariff No. 1.

MATERIAL ON THIS PAGE WAS MOVED TO PAGE 63.10.2.7.1

<sup>1</sup>Effective June 6, 2005 Residential RLD-1 Service will no longer be available to new customers.

For zone areas please refer to page 63.3.2

Issued: May 18, 2007

Effective: June 1, 2007

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Tariff Administrator  
205 N. Michigan Avenue  
Chicago IL, 60601

**Filed**  
Missouri Public  
Service Commission

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.10 Residential RLD-1 Service

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charges:

Zone 1	\$50.99	
Zone 2	\$56.99	
Zone 3	\$56.99	
Zone 4	\$50.99	

<sup>1</sup>Effective June 6, 2005, Residential RLD-1 Service will no longer be available to new customers.

For zone areas please refer to page 63.3.2

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.10 Residential RLD-2 Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service. Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Residential RZA, Residential RZB, service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI Communications Inc. Missouri PUC Tariff No. 1. Unlimited local calling is included with this service. Customers will receive the following features, where facilities are available: Call Waiting, Caller ID w/Name & Number, Call Waiting ID w/Name, Speed Dial 8, Three-Way Calling and Anonymous Call Rejection.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD-2 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Inc. Missouri PUC Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charges:

Zone 1	\$45.99	
Zone 4	\$45.99	

For zone areas please refer to page 63.3.2

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.11

Residential RLE <sup>1/</sup>

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI Communications Inc. Missouri PUC Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Lifeline is not eligible with this product. Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom Communications] customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Inc. Missouri PUC Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID, Caller ID Name & Number, 3-Way Calling, Anonymous Call Rejection. Customers will receive Block 900 & 976 with this service at no additional charge.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:

Zone 1 \$53.99 |  
Zone 4 \$53.99 |

<sup>1</sup>Effective August 2, 2003 Residential RLE will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.11 Residential RLE<sup>1</sup>

Termination:

For the purposes of this plan, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service>; and existing customers are customers, who, at the time of subscription to this plan, are receiving service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service>:

- 1) For existing customers who disconnect only from Residential RLE service under this tariff, the companion residential long distance service under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from Residential RLE service under this tariff and intraLATA service under Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential long distance service under <http://www.mci.com/service/>, MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed at the time of subscription to this plan.
- 3) For existing customers who disconnect from Residential RLE service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., <http://www.mci.com/service/>, and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed at the time of subscription to the plan.
- 4) For existing customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff.

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<sup>1</sup>Effective August 2, 2003 Residential RLE will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.11 Residential RLE<sup>1</sup>

- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLE service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed to at the time of subscription to this plan and Residential RLD-3 Service under this tariff.
- 6) For existing customers who disconnect only from interstate residential service offering under <http://www.mci.com/service/>, the companion <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff and to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed to at the time of subscription to this plan.
- 7) For new customers who disconnect only from Residential RLE service under this tariff, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion interstate service under <http://www.mci.com/service/>.
- 8) For new customers who disconnect from Residential RLE service under this tariff and intraLATA service under Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion interstate service under <http://www.mci.com/service/>.
- 9) For new customers who disconnect from Residential RLE service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, companion residential offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

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<sup>1</sup>Effective August 2, 2003 Residential RLE will no longer be available to new customers.

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N

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.11 Residential RLE<sup>1</sup>

- 10) For new customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff.
- 11) For new customers who disconnect only from intraLATA service under Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLE service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion interstate service under <http://www.mci.com/service/>, and Residential RLD-3 Service under this tariff.
- 12) For new customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLE under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLE Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff and to the Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

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<sup>1</sup>Effective August 2, 2003 Residential RLE will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.12 Residential RLG Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI Communications Inc. Missouri PUC Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. Lifeline is not eligible with this product.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data/internet usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI Communications customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Inc. Missouri PUC Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID, Caller ID Name & Number, 3-Way Calling, Anonymous Call Rejection. Customers will receive Block 900 & 976 with this service at no additional charge.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:

Zone 1	\$47.99	
Zone 2	\$52.99	
Zone 4	\$47.99	

For zone areas please refer to page 63.3.2

<sup>1</sup>Effective June 6, 2005 Residential RLG Service will no longer be available to new customers.

Issued: June 1, 2011

Effective: July 1, 2011

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600 Hidden Ridge  
Irving, TX 75038

**FILED**  
**Missouri Public**  
**Service Commission**  
**JL-2011-0612**

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.12 Residential RLG Service<sup>1</sup> (Cont'd)

Termination:

For the purposes of this plan, the following definitions apply: new customers are customers, who, at the time of subscription to this plan, are not receiving service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service>; and existing customers are customers, who, at the time of subscription to this plan, are receiving service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service>:

- 1) For existing customers who disconnect only from Residential RLG service under this tariff, the companion residential long distance service under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and <http://www.mci.com/service/> to which the customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from Residential RLG service under this tariff and intraLATA service under Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential long distance service under <http://www.mci.com/service/>, MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.] and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed at the time of subscription to this plan.
- 3) For existing customers who disconnect from Residential RLG service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., <http://www.mci.com/service/>, and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed at the time of subscription to the plan.
- 4) For existing customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff.

<sup>1</sup>Effective June 6, 2005 Residential RLG Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.12 Residential RLG Service<sup>1</sup> (Cont'd)

- 5) For existing customers who disconnect only from intraLATA service under Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLG service under this tariff will terminate. Customers will then be automatically re-subscribed to the service offering under <http://www.mci.com/service/> and MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed to at the time of subscription to this plan and Residential RLD-3 Service under this tariff.
- 6) For existing customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff and to the service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. to which the customer was subscribed to at the time of subscription to this plan.
- 7) For new customers who disconnect only from Residential RLG service under this tariff, companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under and its companion interstate service under <http://www.mci.com/service/>.
- 8) For new customers who disconnect from Residential RLG service under this tariff and intraLATA service under Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. companion interstate service under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion interstate service under <http://www.mci.com/service/>.
- 9) For new customers who disconnect from Residential RLG service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, companion residential service offering under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

<sup>1</sup>Effective June 6, 2005 Residential RLG Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.12 Residential RLG Service<sup>1</sup> (Cont'd)

- 10) For new customers who disconnect from interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff.
- 11) For new customers who disconnect only from intraLATA service under Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and Residential RLG service under this tariff will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1. and its companion interstate service under <http://www.mci.com/service/>, and Residential RLD-3 Service under this tariff.
- 12) For new customers who disconnect only from interstate service under <http://www.mci.com/service/>, the companion residential service offering under <http://www.mci.com/service/>, Integrated Calling Plan RLG under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1., and Residential RLG Service under this tariff will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff and to the Basic Calling Plan P under MCI WorldCom Communications Inc. Missouri PUC Tariff No. 1.

<sup>1</sup>Effective June 6, 2005 Residential RLG Service will no longer be available to new customers.

N  
N

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.13 Residential RLD-3 Service 1/

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID, Caller ID Name & Number, 3-Way Calling, Anonymous Call Rejection. Customers will receive Block 900 & 976 with this service at no additional charge.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD-3 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Inc. Missouri PUC Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:

Zone 1	\$47.99	
Zone 2	\$58.99	
Zone 4	\$47.99	

<sup>1</sup>Effective June 6, 2005 Residential RLG Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.14 Residential RLH Service<sup>1</sup>

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and [MCI WorldCom Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI Communications Inc, P.S.C Tariff No. 1. Customers who subscribe to this service may only subscribe to Residential RLC-1 or RLH service as described in this tariff on another line on their account.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, data usage charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the companion long distance service. MCI Communications customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Inc, P.S.C Tariff No.1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Call Waiting ID Name & Number, Caller ID Name & Number, 3-Way Calling, Anonymous Call Rejection.

Directory Assistance:

An undiscounted charge of \$0.95 per call will be applied to each Directory Assistance call.

MATERIAL ON THIS PAGE WAS MOVED TO PAGE 63.10.2.18.1

<sup>1</sup>Effective June 6, 2005 Residential RLH Service will no longer be available to new customers.

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Tariff Administrator  
205 N. Michigan Avenue  
Chicago, IL 60601

**Filed**  
Missouri Public  
Service Commission

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.14 Residential RLH Service<sup>1</sup>

Directory Assistance Call Completion:

Customers may request the Directory Assistance operator to complete a call to the last number requested on that particular Directory Assistance call. The customer will be charged a usage rate in accordance with the service to which the customer is presubscribed for completed calls. An undiscounted charge of \$0.00 will apply.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one days notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that non-voice usage applications (including, but not limited to, dial-up internet service or facsimile service) exceed reasonable limits, the Company may use its discretion either to disconnect the customer's residential service upon appropriate customer notification or to charge a \$50 monthly recurring data/internet usage charge in addition to all charges set forth in customer's residential service.

Monthly Recurring Charge:

Zone 1	\$59.99 (I)
Zone 2	\$65.99 (I)
Zone 4	\$59.99 (I)

<sup>1</sup>Effective June 6, 2005 Residential RLH Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.14 Residential RLH Service<sup>1</sup>

Termination:

The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc, P.S.C Tariff No.1. for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., b) intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1. only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc, P.S.C Tariff No.1. , as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff for local exchange service and to the service offering under MCI WorldCom Communications Inc, P.S.C Tariff No.1. for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.

<sup>1</sup>Effective June 6, 2005, Residential RLH Service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.14 Residential RLH Service<sup>1</sup>

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/> , and intraLATA and/or interLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc, P.S.C Tariff No.1. for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).
  
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1., b) intraLATA service under MCI WorldCom Communications Inc, P.S.C Tariff No.1. only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc, P.S.C Tariff No.1. , as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-3 Service under this tariff for local exchange service and to Basic Calling Plan P under MCI WorldCom Communications Inc, P.S.C Tariff No.1. for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

<sup>1</sup>Effective June 6, 2005 Residential RLH Service will no longer be available to new customers.



Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.16 Employee Benefit II Plan<sup>1</sup>

The Employee Benefit Plan II is available to new and existing customers who are also members of a qualified commercial affinity group or employees of a participating affinity of the company

customers enrolled in this plan will receive the following benefits:

A 10% discount off the monthly recurring charge for Residential RLA Service in each month they remain subscribed to residential RLA Service shall apply.

A 5% discount off the monthly recurring charge for residential RLH Service in each month they remain subscribed to residential RLH Service. By subscribing to this service customers understand all other rates, terms and conditions applicable to residential RLH Service shall apply.

<sup>1</sup>Effective March 9, 2006, this plan will no longer be available to new customers.

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.9.1.17 Residential RLI Service<sup>1</sup>

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and [MCI WorldCom/MCI Telecommunications] as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications Services, Inc. MO PSC Tariff No. 1. Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. [MCI WorldCom/MCI Telecommunications] customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Services, Inc. MO PSC Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

Monthly Recurring Charge:

Zone 1	\$69.99 (I)
Zone 2	\$71.99 (I)
Zone 3	\$69.99 (I)
Zone 4	\$69.99 (I)

Termination:

The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc. MO PSC Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>, the companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc. MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc. MO PSC Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.

<sup>1</sup> Effective March 1, 2015, this service will no longer be available to new subscribers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLI Service (cont'd)

Termination (Cont'd)

- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1 only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.
- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., MO PSC Tariff No. 1 only, or c) from interstate service under [Http://www.mci.com/service/](http://www.mci.com/service/): The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P under MCI WorldCom Communications Inc., MO PSC Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

ALL MATERIAL ON THIS PAGE IS NEW.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLI Service (cont'd)

Residential RLD-4 Service

Customers who subscribe to this voice service will receive one home phone line that includes touch-tone service.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection. Customers will receive Block 900 & 976 with this service at no additional charge. Customers of Lifeline service are not eligible to receive this product.

The following are not included in the monthly line charge: non-recurring charges, operator assistance, directory assistance, directory listing options, Interstate line charge, data/internet surcharge, blocking options, taxes, surcharges, custom calling features not included in features. Usage from any other residential service offerings cannot be aggregated with this service. Customers will receive Block 900 & 976 with this service at no additional charge.

IntraLATA calls are not included in the monthly Residential RLD-4 charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Inc. MO PSC Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge:

Zone: 1	\$42.99	
Zone: 2	\$47.99	
Zone: 3	\$44.99	
Zone: 4	\$42.99	

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLJ Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1 as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1. Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product. Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. MCI customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge

Zone 1	\$63.99
Zone 2	\$65.99
Zone 3	\$63.99
Zone 4	\$67.99

RLJ Savings Plan 1/

The Company will offer the following plan to new customers of Residential RLJ Service.

Customers enrolled in this plan will receive the following benefits: A \$10.00 discount off the monthly recurring charge for Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of RLJ service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

1/ Effective January 1, 2010, this plan will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLJ Service (Cont'd)

RLJ Savings Plan II 1/

The Company will offer the following plan to new customers of Residential RLJ Service.

Customers enrolled in this plan will receive the following benefits: An \$11.00 discount off the monthly recurring charge for Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of RLJ service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

Residential RLJ Savings Plan III

The Company will offer the following plan to new customers of Residential RLJ Service. Customers enrolled in this plan will receive the following benefits: A \$12.00 discount off the monthly recurring charge for Residential RLJ Service for each month they remain subscribed to Residential RLJ Service. New customers of RLJ Service will receive the benefit of this plan for 12 months after enrollment in this plan. By subscribing to this service customers understand all other rates, terms and conditions applicable to Residential RLJ Service shall apply.

Termination:

The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1, b) intraLATA service under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering under MCI Communications Services, Inc. d/b/a Verizon Business Services MO PSC Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.

1/ Effective June 9, 2010, this plan will no longer be available to new customers.

Issued: May 10, 2010

Effective: June 9, 2010

Sandy Chandler  
Tariff Manager  
5055 North Point Pkwy, 2nd FL  
Atlanta, GA 30022

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Service Commission  
JL-2010-0641

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLJ Service (Cont'd)

Termination: (Cont'd)

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

ALL MATERIAL ON THIS PAGE IS NEW.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLK Service<sup>1</sup>

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1. Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product. Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge

Zone 1	\$62.99 (l)
Zone 2	\$68.99 (l)
Zone 3	\$62.99 (l)
Zone 4	\$62.99 (l)

<sup>1</sup> Effective March 1, 2015, this service will no longer be available to new subscribers.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLK Service (Cont'd)

Termination:

The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.
  
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to the service offering under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.

ALL MATERIAL ON THIS PAGE IS NEW.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLK Service (Cont'd)

Termination: (Cont'd)

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan P under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan P under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

ALL MATERIAL ON THIS PAGE IS NEW.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLL Service

Customers who subscribe to this voice service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion residential service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1. Customers who subscribe to this service may not subscribe to Residential RLA, RLC, RLD-1, RLG, or RLH service as described in this tariff on another line on their account. Customers of Lifeline service are not eligible to receive this product. Customers will receive Block 900 & 976 with this service at no additional charge.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate service or to companion intrastate service. MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 customers will be charged the intraLATA and long distance rates as specified in the companion residential long distance service as set forth in <http://www.mci.com/service> and MCI MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1.

Customer will receive unlimited local exchange service. Customers receive the following features, where facilities are available: Call Waiting, Caller ID, Anonymous Call Rejection.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is for use by residential customers. The Company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, customers service may be assessed a \$50 monthly recurring data/internet usage charge or disconnected.

Monthly Recurring Charge:

Zone 1	\$42.99	
Zone 2	\$47.99	
Zone 3	\$42.99	
Zone 4	\$42.99	

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLL Service (Cont'd)

Termination:

The following termination provisions apply to customers of this service who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For existing customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to the service offering under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.
- 2) For existing customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLL-4 Service under this tariff for local exchange service and to the service offering under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, for intraLATA service (if customer retains intraLATA service) and/or the service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service) to which customer was subscribed at the time of subscription to this plan.

ALL MATERIAL ON THIS PAGE IS NEW.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

Residential RLL Service (Cont'd)

Termination: (Cont'd)

- 3) For new customers who disconnect from either a) residential service under this tariff only, b) residential service under this tariff and intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, or c) residential service under this tariff and interstate service under <http://www.mci.com/service/>: The companion residential long distance service under <http://www.mci.com/service/>, and intraLATA and/or interLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Basic Calling Plan ii under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).
- 4) For new customers who disconnect from either a) interstate service under <http://www.mci.com/service/> and from intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, b) intraLATA service under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 only, or c) from interstate service under <http://www.mci.com/service/>: The companion residential service offering under <http://www.mci.com/service/> and under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1, as well as residential service under this tariff, will terminate. Customers will then be automatically re-subscribed to Residential RLD-4 Service under this tariff for local exchange service and to Basic Calling Plan ii under MCI WorldCom Communications Inc., Mo. P.S.C Tariff No. 1 for intraLATA service (if customer retains intraLATA service) and/or its companion interstate service offering under <http://www.mci.com/service/> for interstate service (if customer retains interstate service).

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Effective May 1, 2005

Carmen L. Feliciano  
Tariff Administrator  
Chicago, IL 60601

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.2 Directory Assistance/Directory Assistance Call Completion

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. One Request may be made on each directory assistance call. The Directory Assistance charge applies to each regardless of whether or not the Directory Assistance operator is able to furnish the requested telephone number.

Directory Assistance Per Call Charge: \$0.95

Customers may request the Directory Assistance operator to complete a call to the last number requested on that particular Directory Assistance call. The customer will be charged a usage rate in accordance with the Company Local Exchange Service to which the customer is presubscribed for completed calls.

Directory Assistance Call Completion Per Call Charge: \$0.00

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from the per call charge for Directory Assistance/Directory Assistance Call Completion.

3.9.3 Operator Services<sup>1</sup>

(N)

Busy Line Verification: Operator verifies that a line is currently busy.

Busy Line Interrupt: Operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party.

Person-to-Person Call: A service where the person originating the call specifies to the operator a particular person to be reached. Person to person can be billed to a calling card, billed to a third number or billed as collect at no additional charge.

3rd Number Billing Call: A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers.

Collect: Provides the customer with the capability to charge a call to the called party. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement.

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from charges for Operator Services.

Busy Line Verification	\$2.00
Busy Line Interrupt	\$2.75
Person to Person	\$3.50
Third Number Billing Call	\$1.35
Collect	\$1.35
Operator Assisted Sent Paid	\$1.35
3rd Number Billing- Mechanized	\$0.90
Collect Mechanized	\$0.90

<sup>1</sup> Effective on or after October 1, 2016, MCImetro Access Transmission Services LLC, will no longer offer Busy Line Verification or Interrupt, Person-to-Person, 3rd Number Billing, or Collect call operator services to customers whom MCI serves as a local exchange service carrier who reside in areas in which local exchange service is provided by any affiliate or subsidiary of AT&T not subject to MCI's applicable tariffs, online catalog schedules, General Service Agreement, and/or other communication from MCI regarding rates, terms and conditions of MCI service.

(N)  
|  
(N)

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.4 Directory Listings Options and Types

Listed: The customer's telephone number is listed in the telephone directory and is available through directory assistance. One primary listing is provided per telephone number on an account. The Directory Listing option selected for the Main listing determines how the line is published.

Non-Listed: The customer's telephone number is not listed in the telephone directory, but is available through Directory Assistance.

Non-Published Listing: The customer's telephone number is not listed in the telephone directory and is not available to requesters through directory assistance.

Main Listing: Applied as the first listing for the customer's primary line.

Additional Main Listing: Applied as the first listing for additional lines the customer may have on an account.

Residential Additional Listing: This listing furnishes additional listings for a residential customer's telephone number, whether for the primary or additional lines.

3.9.5 Directory Listing Options and Types – Charges

3.9.5.1 Monthly Recurring Charges

<u>Option</u>	<u>Monthly Recurring Charge</u>
Listed	\$0.00
Non-Listed	\$0.00
Non-Published	\$0.00
Main	\$0.00
Additional Main	\$0.00
Residential Additional	\$1.50
Multi-Ring Listing	\$0.00

(R)  
(R)

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.6 Other Residential Non-Recurring Charges

These charges are non-recurring and apply to various customer requests for connecting, moving or changing service. These charges are in addition to all other scheduled rates and charges that would normally apply.

3.9.6.1	<u>Non-Recurring Charges</u>	<u>Non-Recurring Charge</u>	
	Line Connection Fee*	\$80.00	
	Installation Dispatch	\$50.00	
	Service Restoral Charge	\$30.00	
	Telephone Number Change Charge	\$20.00	
	Returned Check Charge	\$10.00	
	InterLATA/IntraLATA PIC Change Charge	\$1.25	
	Service Order Charge*	\$00.00	
	Directory Listing Change Charge (Record Order Charge)	\$6.00	
	Duplicate Invoices	\$10.00 per invoice copy	
	Voice Mail Set-up fee	\$5.00	
	Facilities Move Charge**	\$250.00	N

These changes will only be available for new customers subscribing to any residential service after August 24, 2002.

\*Existing customers of Residential Service under this tariff will receive a waiver of this charge.

\*\*This charge applies to a move or rearrangement, at the customer's request, of the point of interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus, or wiring at a subscriber's premises.

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Carmen L. Feliciano  
Tariff Administrator  
205 N. Michigan Avenue  
Chicago IL, 60601

**Filed**  
Missouri Public  
Service Commission

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.6 Other Residential Non-Recurring Charges

3.9.7 Blocking Features

Block 900 & 976

Blocks the following outgoing calls from a customer's line.  
Blocks: 976, 1+976,1+900

Block Collect Calling

Prohibits the operator from connecting and charging collect calls to a customer's line.

Toll Blocking: Prevents unwanted or unauthorized outbound long distance and toll calls

Block 3rd Party

Prohibits the operator from charging 3rd party calls to the subscriber's line.

Blocking Directory Assistance Block Completion (DACC)

Prohibits the customer from completing Directory Assistance calls.

Blocking Features - Charges

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Block 900 and 976	\$0.00
Block Collect Calling	\$0.00
Block Information Provider Service	\$0.00
Block Third Party	\$0.00
Block Completion (DACC)	\$0.00

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Missouri Public  
Service Commission

Local Exchange Service

**Missouri Public**

3. Service Descriptions (Cont'd)

REC'D JUL 24 2002

3.9 Residential Service (Cont'd)

**Service Commission**

3.9.8 Features and Options

The following features are provided where facilities are available:

Anonymous Call Rejection (ACR):

Rejects incoming call that have been marked anonymous or blocked.

Call Forwarding: Automatically routes all incoming local or long distance calls to any number customer specifies (maximum 24 digits). The customer will hear a short ring on the forwarded line each time a call is forwarded as a reminder that this feature is activated. Call Forwarding may ring once before the call is forwarded but the call cannot be answered. The user has control of the activation and deactivation process, but only from the base station where the feature is provisioned. Applied on a per line basis. Cannot be selected with Remote Access Call Forwarding

Call Forwarding Busy: Automatically forwards calls to a pre-selected telephone number on a different premise when the called telephone number is busy. Applied on a per line basis. Cannot be selected with Voicemail.

Call Forwarding Busy with Customer Control: Includes the Call Forwarding Busy feature and in addition provides the capability to Activate or Deactivate Call Forwarding Busy from the base station using dial codes. Applied on a per line basis. Cannot be selected with Call Forwarding Busy, Multi-ring 2, Multi-Ring 3, or Voicemail.

Call Forwarding No Answer: Automatically forwards unanswered incoming calls to an alternate TN after a pre-selected number of rings (customer may select between 2 and 7 rings). Cannot be selected with Voicemail. The customer must specify the number to which calls are forwarded and the approximate number of ringing cycles at the time the feature is ordered. Applied on a per line basis.

Call Forwarding No Answer with Customer Control: Includes the Call Forwarding No Answer feature and provides the capability to activate or deactivate Call Forwarding No Answer from the base station using dial codes. Applied on a per line basis. Cannot be selected with Call Forwarding No Answer, Call Forwarding No Answer w/ Ring Control, Multi-ring 2, Multi-ring 3, or Voicemail. The customer must specify the number to which calls are forwarded and the approximate number of ringing cycles at the time the feature is ordered.

Call Forwarding No Answer with Ring Control:

Allows subscribers real-time control over the number of seconds, or ring cycles that occur prior to forwarding an unanswered call to voice mail or another telephone number. Applied on a per line basis. Cannot be selected with Call Forwarding No Answer, Call Forwarding No Answer w/ Customer Control, or Voicemail. The customer must specify the number to which calls are forwarded.

**Missouri Public**

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**Service Commission**

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Tariff Administrator  
205 N. Michigan Ave.  
Chicago IL, 60618

Local Exchange Service

Missouri Public

REC'D JUL 24 2002

Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.8 Features and Options (Cont'd)

Service Commission

Call Return: Enables the customer to dial back the number of the last incoming call whether the call was answered or not. Applied on a per line basis. Cannot be selected with Block Call Return. N

Call Screening Provides blocking of six numbers created on a screening list by the customer. Applied on a per line basis. N

Call Waiting: When on a call, Call Waiting alerts the customer with a special tone that another call is waiting. It allows the waiting call to be answered without disconnecting from the existing call. Allows switching between the calls whenever desired. Allows either call to be ended at any time. The customer has the ability to disable and reactivate the feature at will.

Call Waiting ID with Forwarding Allows Call Forwarding No Answer subscribers to forward calls to another number. Applied on a per line basis. Must be selected with either Caller ID Number Only or Caller ID Name and Number, and must be selected with Call Forwarding- No Answer. Cannot be selected with Call Waiting. N

Caller ID-Number Only: This feature enables the customer to view on a display unit the Directory Number of incoming telephone calls. When Caller ID - Number Only is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle with the exception of numbers where the caller is marked "private". The number information is only transmitted when the customer's receiver is on-hook. Calling party number information via Caller ID - Basic is not available on operator handled calls. Utilization of the full capabilities of Caller ID- Number Only requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

Caller ID - Name and Number: This feature enables the customer to view on a display unit the Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name and Number is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name and Number customer. Utilization of the full capabilities of Caller ID- Name and Number requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

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FILED AUG 24 2002

CERTAIN MATERIAL WAS PREVIOUSLY LOCATED ON PAGE NO.63.14.

Service Commission

Local Exchange Service

**Missouri Public**

REC'D JUL 24 2002

**Service Commission**

Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.8 Features and Options (Cont'd)

Call Waiting ID - Name and Number: When the customer is on the phone and receives another call, Call Waiting Id displays the name and number of the incoming caller.

Multi-Ring: Enables two telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. Applied on a per line basis. One additional ANI must be reserved and specified on the order for Multi-Ring 2. Cannot be selected with Multi-Ring 3, Priority Call Ringing. Customers who subscribe to Multi-Ring 2 are entitled to a listing for each number in the arrangement at no additional monthly charge.

N

Multi-Ring 3: Enables three telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. Applied on a per line basis. Two additional ANIs must be reserved and specified on the order for Multi-Ring 3. Cannot be selected with Multi-Ring 2, Priority Call Ringing. Customers who subscribe to Multi-Ring 3 are entitled to a listing for each number in the arrangement at no additional monthly charge.

Remote Access to Call Forwarding: Includes Call Forwarding and enables the user to activate and deactivate the feature either from the provisioned line or remotely from a location equipped with Touchtone signaling. Cannot be selected with Call Forwarding.

N

Speed Dial- 8: This provides for the calling of pre-selected telephone numbers by dialing an abbreviated code for up to 8 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed.

Speed Dial 30: Allows the customer to designate one code for up to 30 telephone numbers. When the designated code is entered, the telephone number will automatically dialed. Applied on a per line basis Cannot be selected with Speed Dial 8.

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FILED AUG 24 2002

**Service Commission**

CERTAIN MATERIAL ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE 63.14.

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.8 Features and Options (Cont'd)

Three Way Calling: Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

Priority Call Ringing: Provides a distinctive ringing pattern (short, long and short), for up to six specific numbers on a screening list. Applies on a per line basis Cannot be selected with Multi-Ring 2 or Multi-Ring 3.

Priority Call Forwarding Allows the customer to transfer up to six (6) telephone numbers on a screening list to another number. Only the calls on the screening list are forwarded. Applies on a per line basis.

3.9.8.1 Monthly Recurring Charges

Call Forwarding	\$4.24	I
Call Forwarding Busy	\$1.75	
Call Forwarding No Answer	\$1.75	
Call Forwarding Busy/No Answer	\$2.00	
Call Return	\$5.08	
Call Screening	\$4.24	
Repeat Dialing	\$4.24	
Call Waiting	\$9.00	
Call Waiting ID-Name and Number	\$2.08	
Caller ID Number Only	\$8.00*	
Caller ID with Name	\$8.00*	
Caller ID with Name and Number	\$9.50*	
Multi-ring 2	\$5.00	
Multi-ring 3	\$7.00	
Speed Dial 8	\$4.24	
Speed Dial 30	\$6.55	
Three Way Calling	\$4.24	I

\* Where facilities are available, for customers of Residential RLI, Residential RLJ, Residential RLK, Residential RLL and Residential RLD-4 Service as described in this tariff who subscribe to a caller ID feature, a single monthly recurring charge of \$2.00 will apply in lieu of the charges described above.

Local Exchange Service

3. Service Descriptions(Cont'd)

3.9 Residential Service (Cont'd)

3.9.9 Pay Per Use Features

Repeat Dialing (66): Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard. The customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations Repeat Dialing must be purchased with Call Return.

Call Return (69): This feature enables the customer to dial back the number of the last incoming call whether the call was answered or not. If the line is busy call return will keep trying to complete the call for 30 minutes.

Call Trace (57) This feature provides a detailed record of the last incoming call, including call-waiting calls. It automatically records the phone number, time, and date of the call. MCI security processes this information and provides it to the appropriate law enforcement agency should customer decide to file a complaint.

Three-Way Calling (71) Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

<u>Feature</u>	<u>Per-Use Charge</u>
*Repeat Dialing (66)	\$0.75
*Call Return (69)	\$0.75
*Call Trace	\$6.48
*Three Way calling	\$0.75

\*A spending cap of \$6.00 will apply to this feature; once the customer uses at least \$6.00 worth of this feature in any given month, the customer may continue to use this feature but will not be charged more than \$6.00 for that month of usage.

For new customers enrolling in Local Residential on or after August 24, 2002, this spending cap shall not apply.

3.9.10

D











Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.11 Promotions

3.9.11.1 Airline Affinity Promotion I

Effective April 30, 2002, and ending December 31, 2002  
MCImetro will offer the following promotion to customers who are currently enrolled in a participating airline affinity promotion. Customers who enroll in this promotion will receive five airline affinity program miles from the participating airline affinity program for each dollar of the customer's total monthly local, (including feature charges) interstate and intrastate usage (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax and credits) in each month following enrollment in this promotion.

3.9.11.2 Airline Affinity Promotion 2

Effective April 30, 2002, and ending December 31, 2002  
MCImetro will offer the following promotion to customers who are currently enrolled in a participating airline affinity promotion. Customers who enroll in this promotion will receive one flight credit from the participating airline affinity program for each \$150 of the customer's total monthly local, (including feature charges) interstate, intrastate usage (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax and credits) in each month following enrollment in this promotion.

3.9.11.3 Retail Affinity Promotion

Beginning April 30, 2002, and ending December 31, 2002, MCImetro will offer the following promotion to customers who are also enrolled in a participating retail affinity program as offered by <http://www.mci.com/service>. Customers who enroll in this promotion will receive one certificate entitling customers to one free movie rental from the participating retail affinity program for each \$25 (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax, and credits) per month of the customer's total monthly local (including feature charges), intralata and long distance usage charges. In the event that a customer does not incur at least \$25.00 in total usage in one month, no certificate will be issued. Usage cannot be carried forward or accumulated from one month to the next under this promotion.

3.9.11.4 Residential Service Order Charge Promotion

Beginning September 6, 2002 and ending March 31, 2003, the Company will offer the following promotion. Customers of Residential Local Service under this tariff will receive a waiver of the Service Order Charge as described in Section 3-3.9.6.1 between the month of enrollment and December 31, 2002. C

Local Exchange Service

**Missouri Public**

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.11 Promotions (Cont'd)

3.9.11.4 Residential Free Feature Promotion

REC'D OCT 01 2003

Service Commission

Beginning November 1, 2003, and ending December 31, 2003, the Company will offer the following promotion. New customers of Residential RZA, Residential RLC, Residential RLC-1, Residential RLG, and Residential RLH will receive one free feature from the list described in this promotion for the first three months after enrollment in this promotion. Customers enrolling in this promotion can select one of the following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this promotion: Call Waiting, Caller ID, Call Return. Customers may combine this promotion with the Integrated Service Discount Promotion.

Missouri Public  
Service Commission

FILED NOV 01 2003

ALL MATERIAL ON THIS PAGE IS NEW.

Issued: October 1, 2003

Effective: November 1, 2003

Carmen L. Feliciano  
Tariff Administrator  
205 N. Michigan Ave.  
Chicago IL, 60618

**Filed**  
Missouri Public  
Service Commission

Local Exchange Service

REC'D MAR 15 2002

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.12 Service Availabilty:

Service Commission

Service is Available In Missouri Zones 1 and 4 as adopted by Missouri Public Service Commission.

3.9.13 Local Calling Areas

The Local Calling Areas will mirror the local calling areas of the Company's Underlying Carrier, exclusive of the two way Extended Area Service exchanges offered by the Underlying Carrier.

Missouri Public

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Service Commission

ALL MATERIAL ON THIS PAGE IS NEW.

Issued: March 15, 2002

Effective: ~~March 16, 2002~~

Carmen L. Feliciano  
Tariff Administrator  
205 N. Michigan Ave.  
Chicago IL, 60618

APR 30 2002

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.14 Calling Plans

.1 New Residential Two Month Free Plan

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability.

New customers of Residential RLI Service who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RLI Service to be applied to the customer's first and sixth full invoice. Upon receipt of the certificate, Customers must mail the certificate to the Company. Customer will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

.2 \$10 Credit Plan for 6 Full Invoices

The Company will offer the following plan to existing customers of Residential RLJ, RZA, RLI, RLK, RLL, RLC, RLH, RLG and RZB Service who contact a Company representative and request cancellation of their Service. Customers will receive a \$10 credit on each of their six full invoices after enrollment in this plan. This plan is not combinable with any other promotional offering.

N/T  
N/T

.3 \$20 Credit Plan for 3 Invoices II

The Company will offer the following plan to existing customers of Residential RZB, RLC, RLH, RLI, RLK, RLL and RLG Services ("Service") who i) have been subscribed to their Service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$20 on their 1<sup>st</sup>, 3<sup>rd</sup>, and 6<sup>th</sup> invoices after enrollment in this plan.

N

.4 \$25 Credit Plan for 3 Invoices II

The Company will offer the following plan to existing customers of Residential RZA and RLJ Services ("Service") who i) have been subscribed to their service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$25 on each of their 1<sup>st</sup>, 3<sup>rd</sup>, and 6<sup>th</sup> invoices after enrollment in this plan.

N

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.14 Calling Plans

5. New Residential Free Month Plan <sup>1/</sup>

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability.

New customers of Residential RZB, RLB, RLI, RLJ, and RLK Service who contact a Company representative will be mailed a certificate in the amount of the monthly service charge for Residential RZB, RLB, RLI, RLJ, and RLK Service.

Upon receipt of the certificate, Customers must mail the certificate to the Company. Customer will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

6. Anniversary Lifetime Plan

The Company will offer the following plan. Existing customers of Company residential long distance service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services; i) who newly subscribe to Residential RLI, RLJ, and RLK Services, ii) who either are contacted by a Company service representative or iii) who contact a company service representative are eligible to receive a certificate providing a discount of 100% against customer's monthly recurring charge for Residential RLI, RLJ, and RLK service, to be applied to customer's first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK service.

To participate in this plan, Customers will be mailed a certificate offering a 100% discount off of their monthly recurring charge for Residential RLI, RLJ, and RLK service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 100% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1<sup>st</sup> and 13<sup>th</sup> month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLI, RLJ, and RLK service.

T/N/M

T/M

ALL MATERIAL LOCATED ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE NO. 63.21.11.

N

<sup>1/</sup> Effective May 19, 2010, this plan will no longer be available to new customers.

N

Issued: April 19, 2010

Effective: May 19, 2010

Sandy Chandler  
Tariff Manager  
5055 North Point Pkwy, 2nd FL  
Alpharetta, GA 30022

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Service Commission  
JL-2010-0612

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.14 Calling Plans

7. RLL Certificate Plan 2

Existing customers of Residential RLL Service who enroll in this plan by signing up online at the Company's website address at <http://www.verizonbusiness.com> are eligible to receive a certificate providing a 50% discount off the first and thirteenth full invoice, and every twelfth full invoice thereafter for as long as customer remains subscribed to Integrated RLL service.

To participate in this plan, Customers will be mailed a certificate offering 50% off of their monthly recurring charge for Residential RLL service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1<sup>st</sup> and 13<sup>th</sup> month of service, and every twelfth full invoice thereafter for as long as customer remains subscribed to Residential RLL service.

8. \$20 Credit Plan 1/

The Company will offer the following plan to existing customers of Residential RLE, RLH, RLI, RLK, RLL, RLG, and RZB Service who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$20 on their first invoice after enrollment in this plan. This plan is not combinable with any other offering.

9. \$25 Credit Plan 1/

The Company will offer the following plan to existing customers of Residential RZA and RLJ Service who contact a Company service representative and request cancellation of their service. Customers will receive a credit of \$25 on their first invoice after enrollment in this plan. This plan is not combinable with any other offering.

10. \$20 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Residential RZB, RLC, RLH, RLI, RLK, RLL, and RLG, Services ("Service") who i) have been subscribed to their Service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$20 on each of their first three invoices after enrollment in this plan.

11. \$25 Credit Plan for 3 Invoices

The Company will offer the following plan to existing customers of Residential RZA and RLJ Services ("Service") who i) have been subscribed to their service for a minimum of three (3) months, and ii) contact a Company service representative and request cancellation of their Service. Customers will receive a credit of \$25 on each of their first three invoices after enrollment in this plan.

ALL MATERIAL LOCATED ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE NO. 63.21.12.

<sup>1/</sup> Effective April 8, 2010, this plan will no longer be available to new customers.

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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.14 Calling Plans

12. Certificate Plan

The Company will offer the following plan to existing customers of Company residential service who i) are subscribed to Residential RLA/RZA, RLI, and RLH Service ("Service"), ii) have been subscribed to their Service for a minimum of three (3) months, and iii) request cancellation of their Service, are eligible to receive a certificate offering 100% off the service's monthly recurring charge for the first, seventh, and thirteenth full invoices for Residential RLA/RZA Service as described below.

To participate in this plan, Customers will be mailed a certificate offering 100% off the service's monthly recurring charge for Residential RLA/RZA, RLI, and RLH Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 100% off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

13. Residential 50% Discount for 2 Invoices

New customers of Residential RLB service who contact a Company representative will be mailed a certificate in the amount of 50% of the monthly service charge for Residential RLB Service in each of their first two full months of service.

T/D  
T/D

Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1<sup>st</sup> and 2<sup>nd</sup> month of service. Customer will receive the credit on their next full invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

Effective February 6, 2012, in lieu of receiving discounts under this offering by mailing in a certificate as described above, new customers of Residential RLB service who contact a Company representative will receive a credit in the amount of 50% of the monthly service charge for Residential RLB Service in each of their first two full months of service. Customer will receive the credit on their first and second full invoices after enrollment.

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D

14. Reserved for Future Use

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D  
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Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.14 Calling Plans

15. Residential \$3.50 EasyPay Plan

The Company will offer the following plan to i) existing customers of Company residential service who elect to have their invoiced charges billed directly to a valid commercial credit card, a valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan after contacting a Company service representative and being offered this plan, and ii) new customers of Company residential service who elect to have their invoiced charges billed directly to a valid commercial credit card, valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan either after being contacted by a Company service representative and being offered this plan, or by contacting a Company service representative and being offered this plan. Customers enrolling in this plan will receive a one-time credit, not to exceed \$3.50, against their Company invoiced charges for residential service.

16. \$5.00 EasyPay for Local Plan

The Company will offer the following plan to i) existing customers of Company local exchange service who elect to have their invoiced charges billed directly to a valid commercial credit card, a valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan after contacting a Company service representative and being offered this plan, and ii) new customers of Company local exchange service who elect to have their invoiced charges billed directly to a valid commercial credit card, valid debit card issued by a third party, or an active commercial bank account, and who enroll in this plan either after being contacted by a Company service representative and being offered this plan, or by contacting a Company service representative and being offered this plan. Customers enrolling in this plan will receive a credit, not to exceed \$5.00, against each of their first two Company invoiced charges for local exchange service.

17. RLI \$12 Discount for 12 Invoices

New customers of RLI service who contact a Company representative will receive a credit, not to exceed \$12.00, against the monthly service charge for Integrated Calling Plan RLI service in each of their first twelve (12) full months of service.

N  
N

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service<sup>1/2</sup>

N

- A. Application of Small Business Service: Small Business service is defined as service that is furnished primarily or substantially of a business professional, institutional, or otherwise occupational nature. The Company reserves the right to disconnect customer's Small Business service upon appropriate customer notification if it is determined that usage is not consistent with normal business applications.
- B. Rates and Charges: Usage charges are based on local usage. Chargeable time for the customer shall begin when the called party answers and shall end upon disconnection by either party. Local calls are billed on a per call basis unless otherwise indicated. Calls are rounded to the next higher full minute. If the computed charge includes a fraction of a cent, the fraction is rounded to the nearest whole cent. Per-call calls will be charged according to the rate period the call originates in.
- C. All Small Business service set forth in this Section of this tariff is presently only available to those customers who presently have service on lines with Southwestern Bell Telephone or with MCImetro or another carrier who provisions service either via resale of Southwestern Bell Telephone services or via UNE-Platform service provided by Southwestern Bell Telephone.

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<sup>1</sup>Effective October 1, 2019, the Company will no longer offer local exchange service to new Small Business customers as described in this section (Section 3.10, Small Business Service). Also effective October 1, 2019, existing small business customers currently subscribed to any of the Company local exchange service offerings described in this section (Section 3.10, Small Business Service) will no longer be able to move, add to, or change the service to which they are subscribed.

<sup>2</sup>Effective December 31, 2023, the Company no longer offers local exchange service to small business customers and all small business local phone service offerings in this tariff are discontinued and withdrawn. A reasonable transition period beyond January 1, 2024 may be permitted where the Company determines that additional time is needed for customers to establish replacement service.

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N

Local Exchange Service

3. Service Descriptions(Cont'd)

3.10 Small Business Service (Cont'd)

3.10.1 Business B1<sup>1</sup>

Business B1 is an outbound and inbound Dial 1 service available to small business customers. Customers may select one offering as described below. Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications, Inc., PSC Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications, Inc., P.S.C Tariff No. 1.

Customers receive the following features on their primary line, where facilities are available: Call Waiting, Call Waiting ID, Caller ID, 3-Way Calling, Call Forwarding, and Speed Calling 8. Customers will receive Block 900 & 976 with this service at no additional charge.

Monthly Recurring Charges:

Offering A: \$47.99  
Offering B: \$58.99  
Offering C: \$72.99  
Offering D: \$97.99

Customers may elect one of the Offerings available under this service:

Offering A: For a monthly recurring charge as specified above, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering A of Business B1 service as described in MCI WorldCom Communications, Inc., P.S.C Tariff No. 1 and <http://www.mci.com/service/>.

Offering B: For a monthly recurring charge as specified above, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering B of Business B1 service as described in MCI WorldCom Communications, Inc., P.S.C Tariff No. 1 and <http://www.mci.com/service/>.

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<sup>1</sup>Effective January 5, 2003, Business B1 will no longer be available to new customers. N

Missouri Public

Local Exchange Service

REC'D MAY 03 2002

Service Commission

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.1 Business B1 (Cont'd)

Offering C: For a monthly recurring charge as specified above, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering C of Business B1 service as described in MCI WorldCom Communications, Inc., P.S.C Tariff No. 1 and <http://www.mci.com/service/>.

Offering D: For a monthly recurring charge as specified above, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering D of Business B1 service as described in MCI WorldCom Communications, Inc., P.S.C Tariff No. 1 and <http://www.mci.com/service/>.

Termination:

For customers who disconnect from Business B1 service under this tariff, the companion small business service offering under MCI WorldCom Communications, Inc., OCC Tariff No. 1 and <http://www.mci.com/service/>, as well as Business B1 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Business B1-A Long Distance service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1 and its companion residential service under [http://www.mci.com/service](http://www.mci.com/service/).

For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, the companion small business service offering under <http://www.mci.com/service/>, Business B1 Integrated Plan under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and Business B1 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Business Service A under this tariff.

Missouri Public

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Service Commission

ALL MATERIAL ON THIS PAGE IS NEW.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

3.10.2 Business B1 Multiline Service<sup>1</sup>

Business B1 Multiline Service is available to Small Business customers who enroll in Business B1 Service as described in this tariff and who have an additional line or lines on their account.

Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to Business B1 service as offered in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate or intrastate long distance service.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

Customers will receive the following service in addition to the service described for Business B1 service as set forth in this tariff. Customers will receive unlimited local usage. Customers will also receive long distance service as described in Business B1 service as described in MCI WorldCom Communications, Inc., OCC Tariff No. 1 and <http://www.mci.com/service/>.

Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. The Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service at no additional charge.

Monthly Recurring Charge: \$27.99

Termination: For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications, Inc., OCC Tariff No. 1, or Business B1 Service under this tariff, and customer's additional line or lines remain on the account, then the Company will reclassify one of the additional lines as Customer's new primary line with Business B1 Service.

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<sup>1</sup>Effective January 5, 2003, Business B1 Multiline Service will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

3.10.3 Business Service A<sup>1</sup>

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Business B1 service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI WorldCom Communications, Inc., P.S.C Tariff No. 1.

Customers receive the following features on their primary line, where facilities are available: Call Waiting, Call Waiting ID, Caller ID, 3-Way Calling, Call Forwarding, and Speed Calling 8. Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service A charge. Customers who have selected MCI WorldCom as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1.

For a monthly recurring charge as specified below, Customers will receive unlimited local usage.

Monthly Recurring Charges: \$42.99

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<sup>1</sup>Effective January 5, 2003, Business Service A will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.1 Business B2 Service

Business B2 Service is an outbound and inbound Dial 1 service available to small business customers. Customers may select one offering as described below. Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion service offered in <http://www.mci.com/service> and MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom Communications customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1.

Customers may elect one of the Offerings available under this service:

Offering A: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering A of Business B2 Integrated service as described in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>.

Offering B: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering B of Business B2 Integrated Service as described in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>.

Block-Of-Time Offering 1:

For A Monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Block-Of-Time offering 1 of Business 2 Integrated service as described in MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>.

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Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding, 3-Way Calling, and Speed Dial 8. Customers will receive Block 900 & 976 with this service at no additional charge.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.2 Business B2 Multiline Service:

Business B2 Multiline Service is available to Small Business customers who enroll in one of the Offerings under Business B2 Service as described in this tariff and who have up to fourteen (14) additional lines on their account, in addition to customer's primary line. Customers who subscribe to Business B2 Multiline service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI Communications as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to Business B2 Integrated Service as offered in MCI Communications Services, Inc. P.S.C. Tariff No. 1.

A monthly recurring charge per additional line will apply to Business B2 Multiline Service. Customers will receive the following service in addition to the service described for Business B2 service as set forth in this tariff: Customers will receive unlimited local usage on each additional line on their account. Customers will also receive long distance service as described in Business B2 Integrated Service as described in MCI Communications Services, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>. Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. For Customers subscribing to Offering A or Offering B of Business B2 Service, the Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service for each additional line at no additional charge.

Monthly Recurring Charges:

Business B2 Service – Primary Line:

Offering A:	\$86.99	
Offering B:	\$61.99	
Block-of-Time Offering 1:		
Zone 1:	\$69.99	
Zone 2:	\$69.99	
Zone 3:	\$69.99	
Zone 4:	\$69.99	

Business B2 Multiline Service – Per Additional Line:

Offering A:	\$71.99	
Offering B:	\$54.99	
Block-of-Time Offering 1:		
Zone 1:	\$62.99	
Zone 2:	\$62.99	
Zone 3:	\$62.99	
Zone 4:	\$62.99	

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.2 Business B2 Multiline Service (Cont'd)

The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is only available for up to five (5) lines per account. By subscribing to this service, Customer understands that use of this service is restricted in the following manner: i) at any given time, Customer may only place as many concurrent calls as it has purchased individual lines; (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the service; and iii) Customer may not utilize the service in any call center environment or in connection with any similar such application. Customer expressly acknowledges that any violation of the foregoing restrictions on its use of the service will result in an additional line charge (equal to the monthly recurring charge of the Offering on customer's primary line which customer has selected under this service) per line per month and/or the immediate termination of the service by the Company at the Company's discretion, upon appropriate customer notification. iv) customer may not resell the service in any manner, including but not limited to as a wholesaler or aggregator, and v) customers may not utilize the service for excessive non-voice applications (including but not limited to dial -up internet service or facsimile service.

D/M

Termination:

- 1) For customers of Offerings A or B of Business B2 Service, who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Small Business Long Distance Plan B service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and its companion small business service under <http://www.mci.com/service/>.
- 2) For customers of Business B2 Service, who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to the intrastate service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and its companion small business service under <http://www.mci.com/service/> to which they were subscribed at the time of enrollment in Business B2 Service.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.2 Business B2 Multiline Service (Cont'd)

- 3) For customers of Offerings A or B of Business B2 Service who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1 or II) from intraLATA service only under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then be automatically re-subscribed to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1 for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, for interLATA service and its companion interstate service under <http://www.mci.com/service/>.
- 4) For customers of Offerings A or B of Business B2 Service who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1 or II) from intraLATA service only under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then be automatically re-subscribed I) to Business Service B under this tariff, for local exchange service; and II) to the intrastate service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1, to which they were subscribed at the time of enrollment in Business B2 Service, for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service B under this tariff for local exchange service and to the intrastate service under MCI WorldCom Communications, Inc., P.S.C. Tariff No. 1 and its companion small business service under <http://www.mci.com/service/> to which they were subscribed at the time of enrollment in Business B2 Service.

ALL MATERIAL ON THIS PAGE NEW.



LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.3 Business Service B

Customers must be contacted by a Company representative to enroll in this service or have been previously enrolled in Offering A or Offering B of Business B2 Service under this tariff who disconnect their long distance and/or intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services P.S.C. Tariff No. 1.

For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage.

Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8. Customers with additional lines will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service B charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Services, Inc. d/b/a Verizon Business Services P.S.C. Tariff No. 1.

The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Monthly Recurring Charges:

Primary Line:	\$56.99	
Each Additional Line:	\$54.99	



Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.10.3.5 Small Business Saves Credit Plan

Existing customers of Business B2 Service who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this plan.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

Offering A	\$15
Offering B and Block of Time Offering 1	\$10

Any unused credit amount will carry over to the next invoice. This plan is not combinable with any other plan

3.10.3.6 Small Business Term Plan 3<sup>1</sup>

New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twelve (12) months will receive a discount of 5 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 12-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$80. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

3.10.3.7 Small Business Term Plan 4<sup>1</sup>

New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offer 1, who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twenty-four (24) months will receive a discount of 10 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 24-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$200. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

<sup>1</sup>Effective June 1, 2008, Small Business Term Plan 3 and Small Business Term Plan 4, will no longer be available to new customers. N  
N

Local Exchange Service

3. Service Descriptions (Cont'd)

3.9 Residential Service (Cont'd)

3.9.1 Service Offerings (Cont'd)

3.10.3.8 Small Business Term Plan 5 <sup>1/</sup>

New customers of Business B2 Service who enroll in Offering A or B, and who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of thirty-six (36) months will receive a discount of 15 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 36-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$450. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

3.10.3.9 Small Business Credit Plan <sup>2/</sup>

Existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

\$50 2 - 4 lines  
\$100 5 - 9 lines  
\$250 10+ lines

Any unused credit amount will carry over to the next invoice. This plan is not combinable with any other plan.

3.10.3.10 Business B2 \$75 Certificate Plan <sup>3/</sup>

New customers of Local Exchange Service as described in Business B2 Integrated Service Offering A who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$75 certificate off their monthly recurring charge for Business B2 Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$75 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$75 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

<sup>1/</sup> Effective June 1, 2008 Small Business Term Plan 5, will no longer be available to new customers.

<sup>2/</sup> Effective April 1, 2009, this service will no longer be available to new customers.

<sup>3/</sup> Effective March 1, 2010, this service will no longer be available to new customers.

Local Exchange Service

3. Service Descriptions and Rates (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.11 Business B2 \$45 Certificate Plan 1/

New customers of Local Exchange Service enrolling in Business B2 Service Offering B and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$45 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$45 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$45 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

3.10.3.12 Business B2 \$55 Certificate Plan 1/

New customers of Local Exchange Service enrolling in Block of Time Offering 1 and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$55 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$55 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$55 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

3.10.3.13 Business B2 Free Month Plan

New customers of Business B2 Integrated Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this plan as described below. D

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

3.10.3.14 Small Business Free Feature Plan 2/

New and existing customers of Business B2 Service Offering A, Offering B, or Block-of-Time Offering 1, will receive one free feature from the list described in this plan for the first three months after enrollment in this plan. T

Customers enrolling in this plan can select one of the four following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this plan: Call Forwarding, Call Waiting, Caller ID, Call Return.

1/ Effective March 1, 2010, this service will no longer be available to new customers.

2/ Effective April 1, 2009, this service will no longer be available to new customers. D  
T





Local Exchange Service

3. Service Descriptions and Rates (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.2.21 Reserved for Future Use

D  
|  
D

3.10.3.22 Small Business Saves Credit Plan

The Company will offer existing customers of Business B2 Service, who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this plan.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

Offering A	\$15
Offering B and Block of Time Offering 1	\$10

Any unused credit amount will carry over to the next invoice.

3.10.3.23 Small Business Credit Plan <sup>1/</sup>

The Company will offer the following plan to existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

\$50	2 - 4 lines
\$100	5 - 9 lines
\$250	10+ lines

Any unused credit amount will carry over to the next invoice.

MATERIAL PREVIOUSLY LOCATED ON THIS PAGE CAN NOW BE FOUND ON PAGE NO. 63.17.4.

N

<sup>1/</sup> Effective April 1, 2009, this service will no longer be available to new customers.

ISSUED: April 19, 2010

EFFECTIVE: May 19, 2010

Sandy Chandler  
Tariff Manager  
5055 North Point Pkwy, 2nd FL  
Alpharetta, GA 30022

FILED  
Missouri Public  
Service Commission  
JL-2010-0612

Local Exchange Service

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.3.24 Small Business 10% Discount for 3 Invoices <sup>1/</sup>

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, will receive a discount of 10% on each of their first three invoices after enrollment in this plan.

This plan is not combinable with any other offering.

3.10.3.25 Business B2 50% Discount Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in any Offering described thereunder, and who are contacted by or who contact a Company representative will receive a discount of 50% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the 50% discount against the monthly service charge for their Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1<sup>st</sup> and 2<sup>nd</sup> month of service. Customer will receive the credit on their next full invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

3.10.3.25 Business B2 15% Discount Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in any Offering described thereunder, and who are contacted by or who contact a Company representative will receive a credit of 15% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan.

N  
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N

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<sup>1/</sup> Effective May 19, 2010, this plan is no longer available to new customers.

LOCAL EXCHANGE SERVICE  
3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

3.10.4 Operator Services<sup>2</sup>

(N)

Busy Line Verification: Operator verifies that a line is busy. Verification charges do not apply in the case of designated emergency numbers or when the operator does not determine that a conversation took place. A per call charge applies.

Busy Line Interrupt: Operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party. A per call charge applies. Call interruption charges do not apply when the interruption is for calls to designated emergency numbers.

Person-to-Person Call: A service where the person originating the call specifies to the operator a particular person to be reached. Person to person can be billed to a calling card, billed to a third number or billed as collect A per-call charge applies.

3rd Number Billing Call Operator Assisted: A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers. A per-call charge applies.

Collect Operator Assisted: Provides the customer with the capability to charge a call to the called party. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement. A per-call charge applies.

Station to Station Operator Assisted: calls completed with the assistance of an operator to a particular station. The call may be billed to the called party. A per-call charge applies

Collect – Mechanized/Automated: Provides the customer with the capability to charge a call to the called party without personal operator assistance. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement.

3rd Number Billing – Mechanized/Automated: A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers without personal operator assistance.

Operator Assisted – Sent Paid: includes all calls where the person originating the call pays for the call by having the call billed to the originating phone number and calls from pay phones when the caller pays for the call by depositing coins.

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from charges for Operator Services.

Operator Services Charges: <sup>1/</sup>

Busy Line Verification:	\$1.50
Busy Line Interrupt:	\$2.00
Person-to-Person Call:	\$9.00
3rd Number Billing Call Operator Assisted:	\$5.00
Collect Operator Assisted:	\$5.00
Station to Station Operator Assisted:	\$3.00
Collect – Mechanized/Automated	\$5.00
Operator Assisted – Sent Paid	\$3.00
3rd Number Billing – Mechanized/Automated	\$5.00

<sup>1</sup> These Charges will become levied as billing becomes available.

<sup>2</sup> Effective on or after October 1, 2016, MCImetro Access Transmission Services LLC, will no longer offer Busy Line Verification or Interrupt, Person-to-Person, 3rd Number Billing, or Collect call operator services to customers whom MCI serves as a local exchange service carrier who reside in areas in which local exchange service is provided by any affiliate or subsidiary of AT&T not subject to MCI's applicable tariffs, online catalog schedules, General Service Agreement, and/or other communication from MCI regarding rates, terms and conditions of MCI service.

(N)  
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(N)

LOCAL EXCHANGE SERVICE  
REC'D MAY 03 2002

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

Service Commission

3.10.5 Directory Assistance/Directory Assistance Call Completion

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The customer may request a maximum of two listings per call.

Directory Assistance Per call charge: \$0.95

Customers may request the Directory Assistance operator to complete a call to the last number requested on that particular Directory Assistance call. The customer will be charged a usage rate in accordance with the Company Local Exchange Service to which the customer is presubscribed for completed calls.

Directory Assistance Call Completion Per Call Charge: \$0.00

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from the per call charge for Directory Assistance/Directory Assistance Call Completion.

Customer may make zero (0) calls before Directory Assistance charges are applied.

Missouri Public

FILED JUN 07 2002

Service Commission

ALL MATERIAL ON THIS PAGE IS NEW.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

3.10.6 Directory Listings Options and Types

Main Business Listing: This listing consists of the business name, a designation descriptive of the customer's business if not self-explanatory, the address, and the business telephone number.

Business Additional Listing: Additional name(s) listed for same telephone number as the main listing. Additional listing is in the White Pages only. Only one additional business listing is allowed per customer.

Additional Main Listing: Additional telephone number listing for the same business.

Non-Listed: The customer's telephone number is not listed in the telephone directory, but is available through Directory Assistance.

Non-Published Listing: The customer's telephone number is not listed in the telephone directory and is not available to requesters through directory assistance.

Primary Straight Line Under Listing\*: A Straight Line Under (SLU), or a caption setup, is used to group an end user's listings to avoid repeating the end user's name. Listing names must be identical. An SLU starts with the straight line listing which includes name, address and telephone number and associated listings are indented underneath the main listing. This is commonly referred to as a Straight Line with Indent or an indent setup. This listing is in the white-pages section of the directory only.

\*Primary Caption Listing: A Primary Caption has a header in which no address or telephone number is shown and all associated listings are indented under the header. This listing is in the white-pages section of the directory only.

Multi Ring Listing:

Supports situations where there are multiple (2 or 3) phone numbers assigned to a single party line with distinctive ringing patterns. Available only to customers electing Listed or Non-Listed options. Customers must subscribe to Multi-Ring 2 or Multi-Ring 3 as set forth in the Features and Options section of this tariff.

\* These Directory Options are not available to customers subscribing to Small Business Service On or after June 1, 2003.

3.10.7 Directory Listing Options and Types Monthly Recurring Charges

<u>Option</u>	<u>Monthly Recurring Charge</u>
Main Business Listing:	No charge; customers receive a free Yellow Page listing and a free White Page listing
Business Additional Listing:	\$2.00
Additional Main Listing:	\$0.00
Non-Listed:	\$0.00
Non-Published Listing:	\$0.00
Primary Straight Line Under Listing*:	\$2.00
Primary Caption Listing*:	\$2.00
Multi-Ring Listing:	\$0.00

(R)  
(R)

\* These Directory Options are not available to customers subscribing to Small Business Service On or after June 1, 2003.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.6 Other Small Business Non-Recurring Charges

These charges are non-recurring and apply to various customer requests for connecting, moving or changing service. These charges are in addition to all other scheduled rates and charges that would normally apply.

<u>Option</u>	<u>Non-Recurring Charge</u>	
Line Connection Fee <sup>1</sup> :	\$45.00	
Service Restoral Charge:	\$30.00	
Telephone Number Change Charge:	\$20.00	
Returned Check Charge:	\$10.00	
InterLATA/IntraLATA PIC Change Charge:	\$1.25	
Directory Listing Change Charge:	\$12.00	
Service Order Charge:	\$12.00	
Call Detail Report*:	\$10.00	
Duplicate Invoice (per invoice copy)*:	\$10.00	
Hunting Installation Charge*:	\$12.00	
Hunt Group Change Charge*:	\$12.00	
Installation Dispatch	\$50.00	
Blocking Setup Charge**	\$7.50	
Facilities Move Charge***	\$250.00	N

\*\*\* This charge applies to a move or rearrangement, at the customer's request, of the point of interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus, or wiring at a subscriber's premises N

\*\* Applies only to customers selecting Toll Blocking and Complete Blocking for Caller ID after initial installation.

\* These non-recurring charges are not available to customers subscribing to Small Business Service on or after June 1, 2003.

CERTAIN MATERIAL ON THIS PAGE WAS MOVED TO PAGE 63.25.1

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.6 Other Small Business Non-Recurring Charges

3.10.7 Blocking Features

Block 900 & 976:

Blocks the following outgoing calls from a customer's line.

Blocks:

976, 1+976, 1+900

Toll Blocking:

Prevents unwanted or unauthorized outbound long distance and toll calls.

Block Collect Calling:

Prohibits the operator from connecting and charging collect calls to a customer's line.

Block Third Party Calling:

Prohibits operators from charging 3rd party calls to the subscriber's line.

Selective Caller ID Blocking:

This feature allows the customer to block the transmission of their name and telephone number by dialing code \*67.

Block Call Return:

Prohibits the customer from being capable of using the per-use Call Return feature.

Block Call Trace:

Prohibits the customer from being capable of using the per-use Call Trace feature.

Block Collect and Third Party Calling:

Prohibits the operator from connecting and charging collect and 3<sup>rd</sup> party calls.

MATERAIL ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE 63.25

Issued: May 1, 2007

Effective: June 1, 2007

Carmen L. Feliciano  
Tariff Administrator  
205 N. Michigan Avenue  
Chicago IL, 60601

**Filed**  
Missouri Public  
Service Commission

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

3.10.7 Blocking Features (Cont'd)

Block Repeat Dialing:

Prohibits the customer from using the Repeat Dialing monthly feature shown in Features and Options below. Cannot be selected with Repeat Dialing.

Block Three Way:

This features restricts the customer from using pay per use Three Way Calling

Complete Blocking for Caller ID (Per Line Block):

Allows a customer to prevent delivery of their telephone number, on all outgoing calls, to a called party who subscribes to a Caller ID service.

3.10.8 Blocking Features Monthly Recurring Charges Cont'd)

The following blocking features are available to customers of Small Business Service subscribing to service Prior to June 1, 2003.

Block 900 and 976:	\$0.00
Toll Blocking:	\$0.00
Block Collect Calling:	\$0.00
Block Third Party Calling:	\$0.00
Selective Caller ID Blocking:	\$0.00

\*The following blocking features are available to customers of Small Business Service subscribing on or after June 1, 2003.

Block 900 and 976:	\$0.00
Block Call Return	\$0.00
Block Call Trace:	\$0.00
Block Collect Calling:	\$0.00
Block Collect & Third Party Calling	\$0.00
Block DACC	\$0.00
Block Repeat Dialing	\$0.00
Block Third Party Calling	\$0.00
Block Three Way Calling	\$0.00
Complete Blocking for Caller ID*	\$0.00
Selective Caller ID Blocking*	\$0.00
Toll Blocking (Per Line)	\$4.95

MATERIAL ON THIS PAGE WAS PREVIOUSLY LOCATED ON PAGE NO. 63.25.1

LOCAL EXCHANGE SERVICE

3. Service Descriptions(Cont'd)

3.10 Small Business Service (Cont.)

3.10.9 Features and Options

The following features are available on customer's primary or additional lines for customers subscribing to Small Business Service on or after June 1, 2003. For customers subscribing to Small Business Service prior to June 1, 2003, the following features only are available: Call Forwarding, Call Waiting, Caller ID-Name and Number, Call Waiting ID-Name and Number, Speed Calling 8, and Three Way Calling; these features may be included on customer's primary line only. T/N

Call Forwarding: Automatically routes incoming calls to a designated answering point, regardless of whether the user's station is idle or busy.

Call Waiting: When on a call, Call Waiting alerts the customer with a special tone that another call is waiting. It allows the waiting call to be answered without disconnecting from the existing call. Allows switching between the calls whenever desired. Allows either call to be ended at any time. The customer has the ability to disable and reactivate the feature at will.

Caller ID - Name and Number: This feature enables the customer to view on a display unit the Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name and Number is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called Customer Provided Equipment (CPE) during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name and Number customer. Caller ID - Name and Number also includes Anonymous Call Rejection (ACR). Utilization of the full capabilities of Caller ID- Name and Number requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. Customer selecting this feature will also receive the Anonymous Call Rejection feature at no additional charge. N

Call Waiting ID - Name and Number: When the customer is on the phone and receives another call, Call Waiting Id displays the name and number of the incoming caller. Customer selecting this feature will also receive the Anonymous Call Rejection feature at no additional charge. N

Speed Dial- 8: This provides for the calling of pre-selected telephone numbers by dialing an abbreviated code for up to 8 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed. T

Three Way Calling: Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

The following features are available on customer's primary or additional lines at no additional charge:

Hunting-Sequential: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives at the last line in the Hunt Group, the line will either ring, provide a busy signal, or be sent to voice mail.

Hunting - Circular: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives at the last line in the Hunt Group, if the line is busy, the call will circle back to the first line in the Hunt Group, which will either ring, provide a busy signal, or send the call to voice mail.

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont.)

Features and Options (Cont'd)

Anonymous Call Rejection (ACR): Rejects incoming calls that have been marked private or anonymous.

Call Forwarding-Busy: Allows the end-user to forward calls outside the end-user's switch type when the called telephone number is busy. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding - Busy & No Answer or Call Forwarding No Answer.

Call Forwarding-No Answer: Automatically forwards unanswered incoming calls to an alternate telephone number after a pre-selected number of rings. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding - Busy & No Answer or Call Forwarding Busy.

Call Forwarding-Busy & No Answer: Incoming calls may be forwarded to a long distance number pre-selected by the customer, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Calls must be forwarded to the same Call Forwarding Number on both a busy line condition and when the telephone is not answered after a predetermined Ringing Cycle. To forward calls to different Call Forwarding Numbers, separate features must be ordered. Cannot be selected with Call Forwarding-Busy or Call Forwarding-No Answer. Applied per line.

Call Return (\*69): Enables the customer to dial back the number of the last incoming call whether the call was answered or not. Applied on a per line basis. Cannot be selected with Block Call Return.

Call Screening: This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

Caller ID - Name: This feature enables the customer to view on a display unit the Directory Name on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name is activated on a customer's line, the Directory Name and on incoming calls will be displayed on the called Customer Provided Equipment (CPE) during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name customer. Utilization of the full capabilities of Caller ID- Name requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer.

Caller ID-Number Only: This feature enables the customer to view on a display unit the telephone number of the calling party. Requires display screen, purchased separately by customer from an appropriate vendor. Applied per line. Cannot be selected with Caller ID - Name and Number.

**ALL MATERIAL ON THIS PAGE IS NEW.**

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.10 Small Business Service (Cont'd)

Features and Options (Cont'd)

Multi-Ring 2: Enables two telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 3.

Multi-Ring 3: Enables three telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 2.

Repeat Dialing (\*66): Allows auto call back of last outgoing number and keeps trying a busy line until the call can be completed. Applied per line Cannot be selected with Block Repeat Dialing.

Features and Options Monthly Recurring Charges:

Anonymous Call Rejection*	\$0.00	
Call Forwarding	\$6.50	I
Call Forwarding - Busy	\$3.75	
Call Forwarding - No Answer	\$0.00	
Call Forwarding - Busy and No Answer	\$4.50	
Call Return (*69)	\$5.00	
Call Screening	\$5.00	
Call Waiting	\$8.00	
Call Waiting ID*	\$5.75	
Caller ID - Name*	\$8.75	
Caller ID - Name and Number*	\$10.00	
Caller ID - Number Only*	\$8.75	
Multi-Ring 2	\$6.25	
Multi-Ring 3	\$6.25	
Repeat Dialing (*66)	\$5.00	
Speed Dial 8	\$4.25	
Three-Way Calling	\$5.00	
Hunting Circular*	\$1.00	
Hunting Sequential*	\$1.00	

\* Customers who have also selected Caller ID-Name and Number will receive the Anonymous Call Rejection feature at no additional charge.

\*\* This charge applies to customers enrolling in offering C of Business B2 Service

LOCAL EXCHANGE SERVICE

3. Service Descriptions(Cont'd)

3.10 Small Business Service (Cont.)

3.10.10 Pay Per Use Features

Repeat Dialing (66): Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard. The customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations Repeat Dialing must be purchased with Call Return.

Call Return (69): This feature enables the customer to dial back the number of the last incoming call whether the call was answered or not. If the line is busy call return will kept trying to complete the call for 30 minutes.

Call Return (69)This feature enables the customer to dial back the number of the last incoming call whether the call was answered or not. If the line is busy call return will kept trying to complete the call for 30 minutes.

Call Trace: Provides a detailed record of last incoming call, including call-waiting calls. It automatically records the phone number, time, and date of the call. MCI security processes this information and provides it to the appropriate law enforcement agency should you decided to file a complaint. Cannot be selected with Block Call Trace.

<u>Feature</u>	<u>Per-Use Charge</u>
Repeat Dialing (66)	\$0.75
Call Return (69)	\$0.75
Call Trace**	\$6.48
Three-Way Calling***	\$0.75

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\*\* Available to customers subscribing to Business B2 Service on or after June 1, 2003.

\*\*\* Available to customers subscribing to Business B2 Service on or after June 1, 2003. A spending cap of \$6.00 will apply to this feature; once the customer uses at least \$6.00 worth of this feature in any given month, the customer may continue to use this feature but will not be charged more than \$6.00 for that month of usage.

LOCAL EXCHANGE SERVICE

3. Service Descriptions(Cont'd)

3.10 Small Business Service (Cont.)

3.10.11 Feature Packages

The following Feature Packages are available on customers' additional (non-primary) lines only.

<u>Package</u>	<u>Monthly Recurring Charge</u>
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<u>Feature Value Pak:</u>	\$9.99
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Includes: Call Waiting, Speed Calling 8, 3-Way Calling, and Call Forwarding

<u>CID Feature Value Pak:</u>	\$14.99
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Includes: Caller ID, Call Waiting, Speed Calling 8, 3-Way Calling, and Call Forwarding

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3.10.13 Service Availability

Service is available in Zones 1, 2 and 3 adopted by the Missouri Corporation Commission.

3.10.14 Local Calling Areas

The Local Calling Areas will mirror the Local Calling Areas of the Company's Underlying Carrier, exclusive of the two-way Extended Area Service exchanges offered by the underlying Carrier.