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LOCAL EXCHANGE SERVICES

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TITLE PAGE

TCG Kansas City, Inc.

Schedule of Rates, Charges, and Regulations Governing Regulated

LOCAL TELEPHONE EXCHANGE SERVICES

Applying to Intrastate Services within  
the State of Missouri

Effective June 28, 2010 TCG Kansas City, Inc., P.S.C MO No. 3, replaces  
P.S.C. Tariff No. 1 in its entirety.

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LOCAL EXCHANGE SERVICES

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EXPLANATION OF SYMBOLS

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

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.

WAIVER OF STATUTES

The following Statutes and Rules have been waived by the Missouri Public Service Commission:

Statutes

392.210.2	Uniform System of Accounts
392.240.1	Reasonableness of Rates
392.270	valuation of property (ratemaking)
392.280	depreciation accounts
392.290	issuance of securities
392.300	Transfer of Property and Ownership of Stock
392.310	stock and debt issuance
392.320	stock dividend payment
392.330	issuance of securities, debts and notes
392.340	reorganization (s)

Commission Rules

4 CSR 240-10.020	depreciation fund income
4 CSR 240-30.040	Uniform System of Accounts
4 CSR 240-35	reporting of bypass and customer specific arrangements
4 CSR 240-2.060	45 day tariff filing pending interconnection agreement(s)

The following Rules have been waived:

Commission Rules

- 4 CSR 240-3.550 (4) (5A)
- 4 CSR 240-32.060
- 4 CSR 240-32.070
- 4 CSR 240-32.080
- 4 CSR 240-33.040 (1-3) (5-10)
- 4 CSR 240-33.045
- 4 CSR 240-33.080 (1)
- 4 CSR 240-33.130 (1) (4) (5)

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## 1. APPLICATION OF TARIFF

- 1.1 This tariff applies to the furnishing of Local Exchange Services by TCG Kansas City, Inc. ("TCG") within the State of Missouri. Local Exchange Services are furnished for the use of end-users in placing and receiving local telephone messages within a local calling area. Entities desiring access to the Company network for the purpose of originating or terminating other forms of communication may obtain such access pursuant to the Company's Access and Interconnection Tariff.
- 1.2 This tariff applies only for the use of the Company's services for communications within local and intraLATA calling areas. This includes the use of TCG Kansas City, Inc.'s network to complete an end-to-end local communication; and to obtain access to the intrastate services offered by other service providers.
- 1.3 The provision of local exchange telecommunications service is subject to existing regulations specified in the tariffs of TCG Kansas City, Inc., and may be revised, added to, or supplemented by superseding issues.
- 1.4 All offered service contained herein is subject to available facilities and authorization from the local municipalities in the jurisdiction where the service is offered.
- 1.5 Services under this Tariff may be offered and billed under the name of the Teleport Communications Group Operating Company serving the customer's location, or under the name of a subsidiary or affiliate, including but not limited to AT&T Corp., AT&T Communications, and any AT&T affiliates authorized to provide you with AT&T services prior to November 17, 2005. Services may be offered singly or in bundles with services offered by Teleport Communications Group Operating Companies or their affiliates.

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## 2. REGULATIONS

## 2.1 Undertaking of the Company

## 2.1.1 General

- A) The Company does not undertake to transmit messages but offers the use of its facilities for the transmission of communications.
- B) Customers and Users may use services and facilities provided under the tariffs of the Company to obtain access to services offered by other companies. The Company is responsible for the services and facilities provided under its tariffs, and for unregulated services provided pursuant to contract, and it assumes no responsibility for any service (whether regulated or not) provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.
- C) The Company shall have no responsibility with respect to billings, charges or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional and long distance services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.
- D) Services, features and functions will be provided where facilities are available. Such facilities include, but are not limited to, billing capability, technical capability and the ability of the Company to purchase underlying services, features and functions and/or unbundled network elements ("UNES") (as that term is defined by applicable law), either alone or in combination (including a combination of unbundled switching with other UNES). In the event that changes occur, including regulatory changes, that affect either the availability of facilities to the Company or the terms and conditions upon which they are obtained, the Company reserves the right to modify its terms and conditions, upon 30 days notice. The foregoing is in addition to all other existing rights retained by the Company to modify or terminate any contract or tariffed service at any time. In the event that the Company makes a material modification of its term and conditions, customers shall have an opportunity to cancel contracts or tariffed services without penalty.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.1 General (Cont'd)

- E) The Company reserves the right to increase charges for the services provided to the Customer, regardless of any term commitment, as a result of: (i) expenses incurred by the Company reasonably relating to regulatory assessments stemming from an order, rule or regulation of any regulatory authority or court having competent jurisdiction; (ii) other governmental charges or fees; (iii) charges or payment obligations imposed on the Company related to termination of domestic or international calls to mobile numbers; or (iv) reductions in amounts other carriers are required to pay to the Company or increases in the amount the Company is required to pay to other carriers. In this event, customers shall have an opportunity to cancel tariffed services. Customers with tariffed based contracts will be held to the terms and conditions of their contract until such contract is expired.

## 2.1.2 Shortage of Equipment or Facilities

- A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control on a non-discriminatory basis.
- B) The furnishing of service under the tariffs of the Company is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.3 Terms and Conditions

- A) Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges, a month is considered to have 30 days.
- B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in the tariffs of the Company. Customer will also be required to execute any other documents as may be reasonably requested by the Company.
- C) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and the tariffs of the Company prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D) In any action between the parties to enforce any provision of the tariffs of the Company, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E) The tariffs of the Company shall be interpreted and governed by the laws of the State of Missouri without regard to its conflict of laws provision.

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.4 Liability of the Company

- A) The liability of the Company for damages arising out of the furnishing of its Services shall be limited to the extension of allowances for interruption as set forth in Section 2.7.1 following, whether caused by acts or omissions of the Company. This limitation of liability includes but is not limited to damages arising from mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or other damages arising out of the failure to furnish the service. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer or User as a result of the Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B) The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- C) The Company shall not be liable for any act or omission of any entity furnishing facilities or equipment used for or with the services the Company offers regardless of whether such facilities are furnished to the Company, the Customer or any Users.
- D) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or User or due to the failure or malfunction of Customer-provided or User-provided equipment or facilities.



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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.4 Liability of the Company (Cont'd)

- E) The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this paragraph as a condition precedent to such installations.
- F) The Company is not liable for any defacement of or damage to Customer or User premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G) The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by Customer for the specific services giving rise to the claim except as stated herein. No action or proceeding against the Company shall be commenced more than two years after the service is rendered or as required by Missouri Law.
- H) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.
- I) Pursuant to Commission Rules (4CSR 240.32.070), the Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but are not limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- J) The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.

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2. REGULATIONS

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

- K) THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH IN ITS TARIFFS.
- L) The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment that the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with TCG Kansas City, Inc.

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.5 Notification of Service-Affecting Activities

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

## 2.1.6 Reserved for future use

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.1 Undertaking of the Company (Cont'd)

## 2.1.7 Non-Routine Installation

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

## 2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with the tariffs of the Company remains with the Company, its agents or contractors. The Customer shall not have, nor shall it assert, any right, title or interest in all the fiber optic or other facilities and associated equipment provided by the Company.

## 2.1.9 Continuity of Service

In the event of prior knowledge of an interruption of service for a period exceeding one day, the Customers will, if feasible, be notified in writing, by mail, at least one week in advance.

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## 2. REGULATIONS

## 2.2 Governmental Authorizations

The provision of services is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. The Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the Services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Federal Communications Commission or other applicable agency, and the Customer shall fully cooperate in and take such action as may be requested by the Company to comply with any such rules, regulations, orders, decisions, or directives.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.3 Obligations of the Customer

## 2.3.1 General

The Customer shall be responsible for:

- A) the payment of all applicable charges pursuant to the tariffs of the Company;
- B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or of any User; or by the noncompliance by the Customer or any User with these regulations; or by fire or theft or other casualty on the Customer's or any User's Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate the Company facilities and equipment installed on the premises of the Customer or any User; and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D) any and all costs associated with obtaining and maintaining the rights-of-way from the point of entry at the Customer's location to the termination point where service is finally delivered to the Customer, including, but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities. The Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions and restrictions of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, the Customer agrees that it shall assist the Company in the procurement and maintenance of such right-of-way. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service

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## 2. REGULATIONS

## 2.3 Obligations of the Customer (Cont'd)

## 2.3.1 General (Cont'd)

- E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any Customer or User premises or the rights-of-way for which Customer is responsible under subsection 2.3.1(D); and granting or obtaining permission for the Company's agents or employees to enter the premises of the Customer or any User at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- H) making the Company's facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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## 2. REGULATIONS

## 2.3 Obligations of the Customer (Cont'd)

## 2.3.2 Prohibited Uses

- A) The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer or User has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B) The Company may require a Customer or User immediately to shut down its transmission of signals if said transmission is causing interference to others.
- C) A Customer or User may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in the tariffs of the Company will apply.

## 2.3.3 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer or User or either of their employees, agents, representatives or invitees;
- b) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer or User, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and the Company; or
- c) any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of the applicable Company tariff.



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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.4 Customer Liability for Unauthorized Use of the Network

## 2.4.1 Unauthorized Use of the Network

- A) Unauthorized use of the Network occurs when: (1) a person or entity that does not have actual, apparent, or implied authority to use the Network, obtains the Company's services provided under this Tariff; or (2) a person or entity that otherwise has actual, apparent, or implied authority to use the Network, makes fraudulent use of the Network to obtain the Company's services provided under this Tariff, or uses specific services that are not authorized.
- B) The following activities constitute fraudulent use:
- 1) Using the Network to transmit a message, locate a person, or otherwise give or obtain information, without payment for the service:
  - 2) Using or attempting to use the Network with the intent to avoid payment, either in whole or part, of any of the Company's tariffed charges by either rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish the Company's services or using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices;
  - 3) Toll Free callers using the Network with the intent of gaining access to a Customer's outbound calling capabilities on an unauthorized basis; and
  - 4) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.
- C) Customers are advised that use of telecommunications equipment and services, including that provided under this Tariff, carries a risk of various forms of telecommunications fraud (including, but not limited to, toll and PBX fraud perpetrated by Users who gain access to a Customer's facilities, account numbers, security or authorization codes, etc.). Customers should take all necessary steps to restrict access to their facilities, including the equipment and services provided hereunder, and to detect and prevent unauthorized use of the equipment and services provided by the Company under this Tariff.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.4 Customer Liability for Unauthorized Use of the Network (Cont'd)

## 2.4.2 Liability for Unauthorized Use

- A) Except as provided for elsewhere in this Tariff, the Customer is responsible for payment of all charges for services provided under this Tariff furnished to the Customer or User. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by Users or other third parties, the Customer's employees, or the public.
- B) The Customer is responsible for payment of all outbound call charges arising from the calls placed to a Customer's Toll Free Service number, whether or not calls are authorized or fraudulent, where the User gains access to the Customer's outbound calling equipment and services.
- C) The Customer is liable for all costs incurred as a result of unauthorized use of the Network, including service charges and any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive charges.
- D) The Customer is responsible for payment of any charges related to the suspension and/or termination of service, and any charges for reconnection of service, incurred as a result of unauthorized use of the Network.

## 2.4.3 Liability for Calling Card Fraud

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Company Calling Card, provided that the unauthorized use occurs before the Company has been notified.
- B) The Customer must give the Company notice that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons.
- C) The Company may, but is not required to, advise the customer of abnormal calling patterns or other possible unauthorized use of Company Calling Cards assigned to the customer. In addition, the Company may, but is not required to block calls on Company Calling Card authorization codes which the Company believes to be unauthorized or fraudulent.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.4 Customer Liability for Unauthorized Use of the Network (Cont'd)

## 2.4.4 Liability for Credit Card Fraud

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Credit Card, provided: (1) the Credit Card is an accepted credit card, and (2) the unauthorized use occurs before the Company has been notified.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- B) The liability of the Customer for unauthorized use of the Network by Credit Card fraud will not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.
- C) The Customer must give the Company written notice that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons.

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## 2. REGULATIONS

## 2.5 Customer Equipment and Channels

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

## 2.5.1 Station Equipment

- A) Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's Point of Connection.
- B) The Customer is responsible for ensuring that Customer-provided equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- C) Customer provided station equipment may be attached to services provided under the tariffs of the Company subject to Part 68 of the FCC Rules and to any applicable provisions of the tariffs of the Company and is the sole responsibility of the Customer.
- D) The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-provided equipment, or for misdirected calls, disconnects or other service problems caused by the use of Customer-owned equipment.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.5 Customer Equipment and Channels (Cont'd)

## 2.5.2 Interconnection of Facilities

- A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B) Communications Services may be connected to services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- C) Facilities furnished under the tariffs of the Company may be connected to Customer provided terminal equipment in accordance with the provisions of the tariffs of the Company. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.

## 2.5.3 Tests and Adjustments

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

## 2.5.4 Inspections

- A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the User is complying with requirements set forth in Section 2.5.1 for the installation, operation, and maintenance of Customer-provided facilities, equipment and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements

## 2.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

## 2.6.2 Billing and Collection of Charges

- A) Non-recurring charges are due and payable within 30 days after the date an invoice is mailed to the Customer by the Company.
- B) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice is mailed.
- C) Charges based on measured usage will be included on the next invoice rendered following the end of the month in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.

Usage is timed and rated per call in increments specified in the applicable service tariffs. Timing begins with the completion of the connection and ends with the termination of the connection. Partial increments will be rounded up to the next full increment on a per call basis and partial cents will be rounded to the next whole cent, on a per call basis.

- D) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.2 Billing and Collection of Charges (Cont'd)

- E) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in the tariffs of the Company or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

When a customer reschedules the effective service date of an order less than thirty (30) days prior to the originally requested service date, the Customer may be charged a rescheduling charge equal to a maximum of one hundred percent (100%) of the non-recurring charges per arrangement, per reschedule. If a Customer reschedules more than thirty (30) days after the originally scheduled installation date, Monthly Recurring Charges may be charged beginning thirty-one (31) days after the original installation

- F) If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, net of taxes, not compounded, multiplied by a late factor of 1.0 %.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.3 Advance Payments

To safeguard its interests, the Company may require Customers to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and the first month's recurring charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill and may be required in addition to a deposit.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.4 Deposits

The Company may require an applicant or customer to make a suitable cash deposit to be held by the Company as a guarantee of the payment of charges for service. Such deposit shall not exceed an estimated bill for one billing period, plus two months estimated toll. After service has been established and experience demonstrates that the amount of the outstanding deposit is not suitable to safeguard the interests of the Company, the Company may require an adjustment of the deposit not exceeding the charges which it is estimated will accrue for a period of two months. When service is terminated, any balance of the deposit remaining after deduction of all sums due the Company will be returned to the customer, or the deposit may be returned at any time previous thereto, at the option of the Company.

A deposit does not relieve the customer from compliance with the Company's regulations as to advance payments and payment for service, nor constitutes a waiver or modification of the regulations pertaining to the discontinuance of service for nonpayment of any sums due the Company for the service rendered.

A Customer whose service has been discontinued by the Company for non-payment of bills, and who wishes to restore service with the Company, will be required to pay the unpaid balance due the Company and may be required to pay restoral charges and any applicable installation charges.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.5 Discontinuance of Service

Service may be discontinued for any of the following reasons:

- A) Upon nonpayment of any undisputed amounts owing to the Company for services found herein, the Company may, by giving ten days prior written notice to the Customer, discontinue or suspend service without incurring any liability.
- B) Failure to post a required deposit or guarantee;
- C) Upon violation of any of the other material terms or failure to substantially comply with the terms of a settlement agreement, the Company (in accordance with 4 CSR 240-33.070) may discontinue service, without incurring any liability ,
  - 1) by giving 30 days' prior written notice to the Customer,
  - 2) sending or delivering to customer written notice five (5) days prior to discontinuance or suspension of such service; and
  - 3) making reasonable efforts to contact the customer, at least 24 hours prior to the proposed discontinuance, to advise them of the proposed discontinuance or service and what steps must be taken to avoid a discontinuance.
- E) The Company may, under the following conditions, discontinue service to a Customer without notice:
  - 1) If a condition immediately hazardous to life, physical safety, or property exists;
  - 2) Material misrepresentation of identity in obtaining telephone utility service; and in obtaining telephone utility service, and
  - 3) Upon order by state or federal law or any other duly authorized public authority;
- F) Upon unauthorized use of Company's telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- G) Refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.5 Discontinuance of Service (Cont'd)

- H) Upon the Company's discontinuance of service to the Customer under paragraphs A or B above, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of the tariffs of the Company, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the minimum term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).
- I) Telephone service shall not be suspended or terminated for nonpayment of bill rendered or a required deposit on weekends on or before a Federal or State holiday proclaimed by the President or Governor, including but not limited to New Year's Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, or Christmas or days on which the Company is not open for business.
- J) In the event that one or more Local Services are terminated prior to the completion of the Minimum Retention Period, a Service Termination Charge will apply. For Local Services that are terminated with less than twelve months remaining to be completed in the Minimum Retention Period for that Local Service, a Service Termination Charge equal to three months recurring charges will apply. For Local services that are terminated with between twelve and twenty-three months remaining to be completed in the Minimum Retention Period for that Local Service, a Service Termination Charge equal to six months recurring charge will apply. For Local Services that are terminated with twenty-four or more months remaining to be completed in the Minimum Retention Period for that Local Service, a Service Termination Charge equal to nine months recurring charges will apply.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.6 Cancellation of Application for Service

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

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.7 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

## 2.6.8 Taxes

The Customer is responsible for the payment of Federal excise taxes, state and local sales and use taxes and all taxes, fees, and other exactions imposed on the Company or its services by governmental jurisdictions, other than taxes imposed generally on corporations. All such taxes, fees, and charges shall be separately designated on the Company's invoices, and are not included in the tariffed rates. All charges and fees subject to Commission jurisdiction except taxes and franchise fees, will be submitted to the Commission for prior approval.

## 2.6.9 Disputed Bills

The Customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute. The Company reserves the right to require such notice to be in writing. All charges not in dispute shall be paid by the Customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the Customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

The Customer must provide the Company with written notice of the dispute within one hundred and twenty (120) days from the bill date, otherwise, the charge will be considered correct and binding.

Any Customer who has a dispute shall be advised by the Company that the Customer may file a formal or informal complaint with the Missouri Public Service Commission.

Missouri Public Service Commission  
P.O. Box 360  
200 Madison Street  
Jefferson City, MO 65102

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LOCAL EXCHANGE SERVICES

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2. REGULATIONS

2.6 Payment Arrangements (Cont'd)

2.6.10 Missouri Universal Service Fund

The Company will place on each retail end-user's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the commission. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund." The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.6 Payment Arrangements (Cont'd)

## 2.6.11 Duplicate Bill Charges

## A. General

1. Subject to Company retention policies, availability of the bill(s), and ability of the Company to retrieve the bill(s), a customer may request a paper copy of their bill(s). A Duplicate Bill Charge may apply upon a customer's request for duplicate copies of their telephone bill(s) in accordance with the charges specified following, unless stipulated differently in the customer's contract. This service will be available where billing and technology exist.
2. The Duplicate Bill Charge, as defined in section 2.6.11.B, will not be applied in the following instances:
  - a. When a customer is currently subscribing to a service to receive additional copies of their bills;
  - b. When customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;
  - c. When customers have not received a bill due to Company error in the address of the bill;
  - d. When a customer requests a copy of the current month bill or final bill;

## B. Rates and Charges

Duplicate Bill Charge, mailed via standard US mail only:

See the Price List for Duplicate Bill Charges.

## C. Liability

With respect to any claim or suit, by a customer or any others, for damages arising from delays, errors or omissions, or the failure to provide bill copies, Company's liability, if any, shall not exceed the amount paid for the service.

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LOCAL EXCHANGE SERVICES

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2. REGULATIONS

2.7 Interruptions in Service

2.7.1 Credits for Interruptions in Service

- A) Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of the tariffs of the Company by, the Customer or of an authorized or joint user, or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects.
- B) A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under its tariffs. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

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## 2. REGULATIONS

## 2.7 Interruptions in Service

## 2.7.1 Credits for Interruptions in Service (Cont'd)

- C) For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- D) A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>Interruption Period To Be Credited</u>
Less than 4 hours	None
4 hours up to but not including 8 hours	1/3 Day
8 hours up to but not including 12 hours	1/2 Day
12 hours up to but not including 16 hours	2/3 Day
16 hours up to but not including 24 hours	One Day

Two or more service interruptions of the same type to the same line/equipment of 2 hours or more during any 24 hour period shall be considered as one interruption.

Interruptions Over 24 Hours Interruptions over 24 hours will be credited 4 hours for each 4 hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.7 Interruptions in Service (Cont'd)

## 2.7.2 Limitations on Allowances

## A) No credit allowance will be made for:

- 1) interruptions due to the negligence of, or noncompliance with the provisions of the tariffs of the Company by, the Customer, User, or other common carrier providing service connected to the service of the Company;
- 2) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- 3) interruptions of service due to the failure or malfunction of facilities, power or equipment provided by the Customer, authorized user, joint user, or other common carrier providing service connected to the service offered by the Company;
- 4) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- 5) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- 6) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- 7) interruption of service due to circumstances or causes beyond the control of the Company.
- 8) interruptions of service that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.8 Classification of Customers and Users

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Business rates apply at the following locations, among others:

- In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals and other business establishments.
- In the residence of a practicing physician, dentist, veterinarian, surgeon or other medical practitioner who has no service at business rates at another location.
- In the residence location where there is substantial business use of the service and the Customer has no service elsewhere at business rates.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.9 Use of Customer's Service By Others

## 2.9.1 Resale and Sharing

Any service provided under the Company tariffs may be resold to or shared with other persons at the option of Customer. Customer remains solely responsible (a) for all use of services ordered by it or billed to its telephone number(s) pursuant to the tariffs of the Company, (b) for determining who is authorized to use its services, and (c) for notifying the Company of any unauthorized use. Business rates apply to all service that is resold or shared, regardless of whether the Users are residential or business in character. Customer shall obtain all necessary regulatory approvals prior to the resale of TCG's services.

## 2.9.2 Joint Use Arrangements

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

## 2.9.3 Transfers and Assignments

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

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.10 Cancellation of Service

The Customer will furnish the Company with forty-five (45) days prior written notice should it desire to terminate an application or contract, in whole or in part, for which the initial application or contract period is in excess of one month at the same location.

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7, preceding), Customer agrees to pay to the Company all costs, fees and expenses reasonably incurred in connection with:

- 1) All Non-Recurring charges as specified in the Company's tariffs, plus
- 2) Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer, plus
- 3) All Recurring Charges specified in the applicable Company Tariff for the balance of the then current term.

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## 2. REGULATIONS

## 2.11 Notices and Communications

- A) The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B) The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that the Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- C) All notices or other communications required to be given pursuant to the tariffs of the Company will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D) The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.12 Assignment and Changes of Phone Numbers

The Customer has no property right in the telephone number nor any right to continuance of service through any particular Central Office, and the Company may change the telephone number or Central Office designation of a Customer whenever it considers it desirable in the conduct of its business. However, the Company will provide Interim Number Portability Service as defined in Section 24 of this tariff.

An applicant for telephone service may request a specific telephone number, and the requested telephone number will be assigned to the applicant only under the following terms and conditions:

- A) The telephone number is located in the Central Office serving the applicant's premises, or if not, the applicant agrees to pay mileage charges as in the Access Service Tariff.
- B) The telephone number has not been previously assigned to another Customer within the three-hundred and sixty-day period preceding the applicant's request for service of the life of the directory listing of the telephone number (whichever is greater); or if the number has been assigned to another Customer within the preceding three-hundred and sixty-day period, that Customer consents to the assignment of the number to the applicant.
- C) In a case where existing service is continued for a new Customer the telephone number may be retained by the new Customer subject to the rules mentioned above. In addition, it must be a different entity from and in no way connected with or related to the Customer to whom the number was assigned within the previous three-hundred and sixty-day period or life of the directory listing of the telephone number (whichever is greater).
- D) The above rules also apply to a request for a specific number by an existing Customer.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.12 Assignment and Changes of Phone Numbers (Cont'd)

In the event large area transfers between serving Central Offices require telephone number changes, the Company will determine based on circumstances, the extent of notification to Customers in the area with the following minimum requirements.

- Notification of pending number change will be made more than sixty days in advance of such change.
- Notification of the new telephone number will be mailed to each Customer.
- Calls will be transferred for a reasonable length of time, depending upon customer class, directory publishing deadlines and other factors that might apply.
- Local news media will be given information concerning the pending change.

The Company does not charge new Customers for telephone numbers.

The following nonrecurring charge applies to change a telephone number of a Central Office line or trunk at the Customer's request. No charge applies to change the telephone number due to annoyance calls, or Company initiated number changes.

See the Price List for Change of a Telephone Number.



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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.13 Special Construction and Special Arrangements

Subject to the agreement of the Company and to all of the regulations contained in the tariffs of the Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any facility relating to a regulated telecommunications service not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis;
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

## 2.13.1 Basis for Charges

Where the Company furnishes a facility on a special construction basis, or any facility for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.13 Special Construction and Special Arrangements (Cont'd)

## 2.13.2 Basis for Cost Computation

The costs referred to in Section 2.13.1 preceding may include one or more of the following items to the extent they are applicable:

- A) Installation cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installation cost includes the cost of:
  - 1) equipment and materials provided or used,
  - 2) engineering, labor and supervision,
  - 3) transportation,
  - 4) rights of way, and
  - 5) any other item chargeable to the capital account;
- B) Annual charges including the following:
  - 1) cost of maintenance;
  - 2) depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
  - 3) administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
  - 4) any other identifiable costs related to the facilities provided; and
  - 5) an amount for return and contingencies.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.13 Special Construction and Special Arrangements (Cont'd)

## 2.13.3 Termination Liability

To the extent that there is no other requirement for use by the Company, the Customer may have a termination liability for facilities specially constructed at the request of the Customer if and only if such liability is clearly stated in written agreement between the Company and the Customer.

- A) The maximum termination liability is equal to the total cost of the special facility as determined under Section 2.13.1 preceding, adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided.
- B) The maximum termination liability as determined in paragraph (1) shall be divided by the original term of service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's termination liability shall be equal to this monthly mount multiplied by the remaining unexpired term of service (rounded up to the next whole number of months), discounted to present value at six (6) percent, plus applicable taxes.

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LOCAL EXCHANGE SERVICES

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2. REGULATIONS

2.14 Terms

The minimum term for any TCG Kansas City, Inc. service shall not be less than one (1) month, unless otherwise agreed by the Company. The Customer and Company may agree to longer minimum terms for particular services.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.15 Temporary Promotional Programs

The Company may establish temporary promotional programs to introduce present or potential Customers to a service not previously received by Customers. During specific promotional periods, an offer may be made to reduce non-recurring charges on a non-discriminatory basis, up to the full amount, for optional products and services. Unless specifically approved elsewhere, this offer will not apply to single basic exchange access lines. Written notice of such offerings will be provided to the Public Service Commission for approval.

## 2.16 Privacy

All communications between customers are considered confidential in nature. The Company will take reasonable action to minimize the potential access of other entities to those communications. Operators or employees of the Company will not listen to any conversation between customers except when an operating necessity. Operators shall not repeat or divulge the nature of any local or long distance conversation, nor divulge any information inadvertently overheard.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.17 Termination Liability

The Customer will furnish the Company with forty-five days prior written notice should it desire to terminate an application or contract, in whole or in part, for facilities or usage commitments. Customers who terminate any such application or contract will be subject to an early termination charge as follows:

Facilities

Upon the Customer's discontinuance of a term agreement for facilities prior to the expiration of the agreed upon term, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract - discounted for present value of 6%.

Usage

In the event that a customer has a term commitment for usage and disconnects service prior to the expiration of the usage term, the termination liability with respect to minutes of use charges shall be a monthly usage charge applied for the remaining months of the usage contract - discounted for present value of 6%. The monthly usage charge will be determined by calculating the average monthly usage of the first 6 months of the term. In the event that a customer disconnects within the first 6 months of their usage term, the liability usage charges will be calculated by averaging total usage dollars divided by the number of months activated.

## LOCAL EXCHANGE SERVICES

## 2. REGULATIONS

## 2.18 Application of Rates

Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in Bellcore's Local Exchange Routing Guide, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated access line), the Company will apply the Rate Center of the Customer's main billing telephone number, or that of the rate center closest to the location at which the customer receives service from the Company.

The airline distance between any two Rate Centers is determined as follows:

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

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

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.19 Customer Specific Pricing Plans

Customer Specific Pricing Plans are available for provision of: (1) Dedicated, non-switched, private line and special access services, (2) Central office-based switching systems which substitute for customer premise, private branch exchange (PBX) services, and (3) Any business service offered in the exchange in which basic local telecommunications service offered by the incumbent local exchange telecommunications company has been declared competitive under Section 392.245 RSMo., and any retail business service offered to an end user in a non-competitive exchange.

Unless otherwise provided in the customer contract, the rules and regulations found in Section 2 of this tariff apply to all Customer Specific Pricing Plans. Customer Specific Pricing Plan arrangements will be provided to the Commission on a proprietary basis upon request.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.20 Definitions

Certain terms used generally throughout the tariffs of TCG are defined below:

Advance Payment: Part or all of a payment required before the start of service.

Authorized User: A person, firm or corporation which is authorized by the Customer or joint user to be connected to the service of the Customer or joint user, respectively.

Bit: The smallest unit of information in the binary system of notation.

CCS: One hundred call seconds or one hundred seconds of telephone conversation. One hour of telephone traffic is equal to 36 CCS (60 x 60=3600 divided by 100=36) which is equal to one erlang.

Central Office: A switching unit providing telecommunication services to the general public, designed for terminating and interconnecting lines and trunks.

Communications Services: The Company's intrastate regulated telecommunications services.

Company, TCG Kansas City, Inc. or TCG: TCG Kansas City, Inc., the issuer of this tariff.

Customer: The person, firm or corporation, which purchases service and is responsible for the payment of charges and compliance with the Company's regulations.

Dial Pulse or ("DP"): The pulse type employed by rotary dial station sets.

Direct Inward Dial or ("DID"): A service attribute that allows individual stations users to be accessed by an outside caller without having to pass through an operator or attendant.

Dual Tone Multi-Frequency or ("DTMF"): The pulse type employed by tone dial station sets.

Duplex Service: Service, which provides for simultaneous transmission in both directions.

End User: The final user of any service offered in this tariff.

Exchange Access Line: All of the Company's Central Office equipment and outside plant facilities that are needed to connect the serving Central Office up to and including the Company-provided Network Interface or equivalent.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.20 Definitions (Cont'd)

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Ground Start: Describes one signaling method between a PBX or key system interface and the Company's switch.

Article I. In-Only: A service attribute that restricts outward dial access and routes incoming calls to a designated Answer point

Joint User: A person, firm or corporation which is designated by the Customer as a user of services furnished to the Customer by the Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified in the Company's tariff.

KBPS: Kilobits per second, denotes thousands of bits per second.

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

Local Exchange Service: The furnishing services to the Company's customers within an exchange for local calling. This service also provides access to and from the telecommunications network for long distance calling.

Loop Start: Describes one signaling method between a PBX or key system interface and the Company's switch.

Mbps: Megabits, denotes millions of bits per second.

MPSC: The Missouri Public Service Commission.

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

Network: Refers to the Company's facilities, equipment, and services provided under this Tariff.

Out-Only: A service attribute, which restricts DID.

P.nn: The grade of service for a telephone system. The digits following the P, i.e., nn, indicate the number of calls per hundred that are blocked by the system. It is a goal or measure of an event. In the example AP.01", means one call in a hundred can be blocked, so the system is designed to meet this criterion.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.20 Definitions (Cont'd)

Port: A connection to the Company's switching network with one or more voice grade communications channels, each with a unique network address (telephone number), dedicated to the Customer. Each port is equipped with a Terminal Interface.

Premises: The space occupied by a Customer or authorized user in a building or buildings or contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Private Branch Exchange (PBX) Service: An arrangement which comprises manual and/or automatic common equipment, wiring and station apparatus, and which provides for interconnection of main station lines associated with an attendant position and/or common equipment located at the Customer's premises or extended to another Customer's premises of the same Customer. PBX service provides for centralized processing of exchange access by stations through groups of Central Office trunks, WATS lines, etc., or with other communication systems through voice D circuits connected to the common equipment. Intercommunications between stations through the common equipment is an inherent feature of the system.

Primary Distribution Node: A location on the Company's switching network, designated by the Company as an aggregation and interconnection point.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

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

Service Order: The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of the Company, but the duration of the service is calculated from the Service Commencement Date.

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LOCAL EXCHANGE SERVICES

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## 2. REGULATIONS

## 2.20 Definitions (Cont'd)

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Terminal Interface: The method of physical connection between a Company-provided service and a Customer's or User's transmission cable, inside wiring, or terminal equipment. Depending upon the service ordered by the Customer, there may be a choice of terminal interfaces. The Customer is responsible for ordering a terminal interface that is compatible with the Customer's or User's terminal equipment. All terminal interfaces will be provided by industry-standard connectors as specified in or authorized by Subpart F of Part 68, Title 47, Code of Federal Regulations.

Two Way: A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for further processing.

User: A Customer, Joint User, or any other person authorized by a Customer to use service provided to the Customer under a TCG tariff

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LOCAL EXCHANGE SERVICES

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3. RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICES

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4. TEMPORARY PROMOTIONAL OFFERINGS

4.1 Alternate Enhanced Redirect Solution (AERS) Non-Recurring Charge  
Waiver Promotion

Beginning March 13, 2009 and ending June 30, 2009, the Company will waive all installation Non-Recurring Charges for Prime Standalone Services Customers placing new orders for Alternate Enhanced Redirect Solutions (AERS) service. Service must be ordered by June 30, 2009.

This promotion is available to customers utilizing Prime standalone services only.

Customers with AERS on ABN do not qualify for this promotion.

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LOCAL EXCHANGE SERVICES

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## 5. UNIVERSAL EMERGENCY NUMBER SERVICE (911)

## 5.1 Emergency Telephone Service

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

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.1 Custom Calling Service

## 6.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Rates for the below features are set forth in the Price List.

## 6.1.2 Description of Features

## A) Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This allows the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B) Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding Don't Answer automatically reroutes call.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.



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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.1 Custom Calling Service (Cont'd)

## 6.1.2 Description of Features (Cont'd)

Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

Speed Calling

This feature allows a User to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

## 6.1.3 Rate Application

- A) Custom Calling Service is currently only offered in conjunction with PrimePath Service. Rates for the combined services are listed in Section 10 of the Price List.
- B) Connection Charges - Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See the Price List for Connection Charges.

- C) Trial Period - The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. All trial offerings must be approved by the Public Service Commission.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.2 Directory Assistance Service

## 6.2.1 Description

This Section applies to Directory Assistance service furnished in Missouri by the Company within the Number Plan Area (NPA) served by the customer.

Customers and Users of the Company's End User Network Access Services may obtain directory assistance in determining and obtaining telephone numbers within the NPA in which they subscribe to such service by calling the Directory Assistance operator.

## 6.2.2 Rates

Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

See the Price List for Directory Assistance rates.

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

No charge applies for:

- 1) Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption records shall be treated as confidential by the Company. The Customer shall notify the Company when the need for an exemption no longer exists.

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LOCAL EXCHANGE SERVICES

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6. SUPPLEMENTAL SERVICES

6.2 Directory Assistance Service (Cont'd)

6.2.2 Rates (Cont'd)

A credit will be given for calls to Directory Assistance when:

- 1) The Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials.
- 2) To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.3 Local Operator Services

A) The following operator services will be provided in applicable situations as listed below:

- 1) Calls made at coin-operated or coinless telephones, both public and semipublic, which require operator intervention or a synthesized message to advise the party of coins to be deposited or when the time has expired.
- 2) Calls made by inmates at penal institutions or other correctional facilities who are not permitted to use coins when placing calls at coin operated or coinless telephones, or who are required to use an operator's services to complete a call because of the rules or regulations of said institutions or facilities.
- 3) Calls made by individuals who identify themselves as disabled to the extent that they are functionally unable to complete a call (for example, unable to use rotary dial or Touch-Tone pad) without operator assistance. These calls include those made with telecommunications devices for the deaf.
- 4) Operator-assisted call reconnection for disconnection or poor transmission, and operator-handled credit requests.
- 5) Directory assistance, including calls to 411.
- 6) Emergency services, including calls made to operators by customers seeking emergency assistance from authorized emergency agencies.
- 7) The Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
- 8) The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of initial contact.
- 9) Rate quotes will be given upon request, at no charge, including all rate components and at any additional charges.
- 10) Only tariffed rates approved by the Commission for Company shall appear on any local

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.3 Local Operator Services (Cont'd)

## A) (Cont'd)

- 11) The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 12) The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 13) Upon request, Company will transfer calls to the other authorized interchange Company or the LEC, if billing can list the caller's actual origination point.
- 14) The Company will refuse operator services to traffic aggregators which block access to other Companies.
- 15) The Company will assure that traffic aggregators will post and display information including: (i) that Company is the operator service provider, (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interchange Companies.

- B) Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. In addition to usage charges, an operator assistance charge applies to each call:

See the Price List for Local Operator Services charges.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.4 Directory Listings

## 6.4.1 General

Customers will provide the Company with information for all Directory Listings.

The Company will include the Customer's Main Listings in the white and yellow page directories, and offer Additional Listings to the Customer at an additional charge(s). The Customer must identify its Non-Published and Non-Listed business telephone numbers for directory purposes.

The Company is not liable for damages arising from errors or omissions in the making up or printing of directories, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting Listings as presented by the Customer.

The Company reserves the right to limit the length of any listing to one in the directory by the use of abbreviations when, in the judgment of the Company, the clearness of the listing and the identification of the subscriber is not impaired in any way.

If a Customer that subscribes to TCG Local Exchange Services under this tariff for the purpose of resale to other Parties wishes to obtain Directory Listings for its end users, the Customer must provide the Company with all information necessary for such listings in the form required by the Company. The Company will not accept such information directly from the Customer's end users, and will not gather such information for the Customer. TCG will not be liable to the Customer's end users for any damages arising from errors or omissions in connection with such Directory Listings.

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## 6. SUPPLEMENTAL SERVICES

## 6.4 Directory Listings (Cont'd)

## 6.4.1 General (Cont'd)

## A) Main Listings

The Customer will receive one free Main Listing, per location, in the alphabetical section of the directory that serves the Customer's location. Business Customers will receive a single white page and a single yellow page listing.

## B) Additional Listings

The term Additional Listing denotes any white page listing, regardless of form, in addition to the Main Listing. A monthly rate applies for each Additional Listing. Additional Listings may be any of the following:

1. If the Customer is a partnership or a firm, names of partners or members of the firm;
2. If the Customer is a corporation, names of officers of the Corporation;
3. For any business establishment, names of associates or employees of the establishment or other listings as agreed to by the Company.

Additional Listings also may be the bona fide names of firms or corporations, which the Customer owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.4 Directory Listings (Cont'd)

## 6.4.2 Non-Published Listings

## A) General

Non-Published telephone numbers are not listed in directories or Directory Assistance records available to the general public.

## B) Regulations

The Company will enable incoming calls only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.1.4, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a Non-Published Listing in the directory or disclosing said Listing to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Published Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Published Listing or the disclosing of said Listing to any person.

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## 6. SUPPLEMENTAL SERVICES

## 6.4 Directory Listings (Cont'd)

## 6.4.3 Non-Listed Listings

## A) General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

## B) Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.1.4, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with publishing the telephone number of Non-Listed Listing in the directory, the Company's liability, if any, will not exceed the monthly charges which the Customer may have incurred for that Non-Listed Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Listed Listing.

## 6.4.4 Installation/Change Charge

An Installation/Change Charge is a non-recurring charge applicable to customer-requested changes of a Non-Published or Non-Listed listing. This charge also applies to the installation of a Non-Published or Non-Listed listing after the initial installation of the Customer's local service. Changes to published listings may be subject to an Installation/Change Charge.

## 6.4.5 Rates and Charges

See the Price List for Directory Listings rates and charges.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.5 Blocking Service

## 6.5.1 Description

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available:

- A) 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- B) 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- C) Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- D) Toll Restriction (1+ and 0+and 10XXX Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it. Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
- E) Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.
- F) International Call Blocking - allows the subscriber to deny access to all outbound international calls beginning with the A011" dialing prefix.
- G) The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- H) Blocking Service is available where equipment and facilities permit.

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## 6. SUPPLEMENTAL SERVICES

## 6.5 Blocking Service (Cont'd)

## 6.5.2 Caller ID Service

This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the CPN of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Per line Blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers with Carrier a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

Line Blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID customer of a name or telephone number which the calling party of the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

## 6.5.3 Rates and Charges

See the Price List for Blocking Service rates and charges.

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## 6. SUPPLEMENTAL SERVICES

## 6.6 Busy Verification and Interrupt Service

## 6.6.1 General

Upon request of a calling party, the Operator will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

## 6.6.2 Rate Application

## A) A Verification Charge will apply when:

- 1) The operator verifies that the line is busy with a call in progress, or
- 2) The operator verifies that the line is available for incoming calls.

B) Both a Verification Charge and an Interrupt Charge may apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C) No charge will apply when the calling party advises that the call is from an official public emergency agency.

## Rates

See the Price List for Verification and Interrupt rates.

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.7 Customer Requested Service Suspensions

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will, for 30 days, provide the customer with an intercept recording referring callers to another number. This service is available to customers at no charge.

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

## Period of Suspension Charge

-First Month or Partial Month	Regular Monthly Rate (no reduction)
-Each Add'l. Month (one year limit)	1/2 Regular Monthly Rate

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.8 Connection Charges

## 6.8.1 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 2.6.5 of this Tariff.

Business Rate

See the Price List for the Restoral Charge.

## 6.8.2 Moves, Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- |         |  |
|---------|--|
| Move:   | The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises. |
| Add:    | The addition of a vertical service to existing equipment and/or service at one location.   |
| Change: | Change - including rearrangement or reclassification - of existing service at the same location.   |

See the Price List for Moves, Adds and Change charges.

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LOCAL EXCHANGE SERVICES

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6. SUPPLEMENTAL SERVICES

6.9 Charges Associated with Premises Visit

6.9.1 Terms and Conditions

The customer may ask for an estimate or a firm bid before requesting a Company technician to visit the customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested. Special Construction charges are identified in the Company's General Regulations Tariff.

See the Price List for Premises Visit charges.

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## 6. SUPPLEMENTAL SERVICES

## 6.10 Added Labor Charge

## A) Description

In situations where a PrimeXpress or PrimePlex PRI Customer reports a trouble to the Company for clearance and is subsequently informed that no reported trouble has been found in the Company's facilities, the Customer shall be responsible for payment of an Added Labor Charge if the Customer still requests the dispatch of Company personnel to the Customer's site. An Added Labor Charge will be applied as shown below for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed.

No charges will apply if the reported trouble is found to be in Company facilities. Failure of Company personnel to detect the reported trouble in Company facilities will result in no charge to the Customer if the reported trouble is discovered in the Company facilities at a later date.

## B) Rate Regulations

Rates are applied in the 6-minute increments. Customers will be charged a minimum charge based on the Minimum Hours shown below. Fractions of 6-minute increments will be rounded up to the next whole 6-minute increment.

Business hours are defined as 8:00 am up to but not including 6:00 pm, Monday through Friday (non-holiday). Non-business hours are defined as 6:00 pm up to but not including 8:00 am, Monday through Friday and all day Saturday and Sunday.

Non-business hour rates will apply to the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), and on legal holidays when New Year's, Independence, or Christmas Day holidays fall on dates other than January 1, July 4, or December 25 respectively.

## C) Rates

See the Price List for Added Labor rates.

## D) Minimum Hours

Business Hours:	1 Hour
Non-Business Hours:	4 Hours



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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.11 Non-Recurring Charges

## 6.11.1 Primary Interexchange Carrier "PIC" Change Charge

A PIC Change Charge is a non-recurring charge. It applies to existing Local Service Customers who request a change in their PIC designation for pre-subscription of IntraLATA service. The charge is applied on a per-line or per-trunk basis. When both the IntraLATA and InterLATA designation is changed at the same time, only one PIC change charge applies.

The PIC Change Charge applies to the following services contained in this tariff: PrimePath Lines and Trunks, Integrated PrimePath Trunks, PrimePath Lines on INCS, Prime Digital Trunks, Integrated Prime Digital Trunks, Prime Digital Trunks on INCS, Integrated PrimePath Lines and Trunks, Integrated PrimePath NBX, PrimePath NBX and PrimeNBX.

See the Price List for the PIC Change Charge.

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LOCAL EXCHANGE SERVICES

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## 7. END USER NETWORK ACCESS SERVICES

## 7.1 Introduction

The Company undertakes to provide end users with voice-grade network access services as described in this tariff. End User Network Access Service provides a Customer with the ability to connect its terminal equipment, inside wiring, or transmission facilities to the Company's switched network for the origination and reception of telephonic communications, and includes optional features designed to facilitate the use or expand the functionality of communications services. Services may be provided by the use of the Company's own facilities, by resale of services provided by other telephone companies, or by a combination of these methods.

Each End User Network Access Service is provided in the form of a Port (with an integral Terminal Interface) which corresponds to one or more analog, voice grade communications channels. Voice-grade access services are designed to transmit any electrical signal within the nominal frequency range of 300 to 3000 Hz. Customers may transmit any form of signals, including data transmissions, that are compatible with the transmission parameters of the service, but the Company does not warrant that the services will be suitable for any purpose other than voice communication.

## 7.1.1 Access to Public Switched Network Services

End User Network Access Services provide a Customer with one or more voice-grade Port connections to the Company's switched network, each of which enables the Customer to:

- A) Receive calls from other stations on the public switched telephone network;
- B) Access the Company's Local Exchange Services as specified in this tariff, Directory Assistance Services as specified in the Section 6, intraLATA toll services as specified in various sections of this tariff, and unregulated services offered by the Company;
- C) Access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling.

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## 7. END USER NETWORK ACCESS SERVICES

## 7.1 Introduction (Cont'd)

## 7.1.1 Access to Public Switched Network Services (Cont'd)

- D) Access the services of other providers which utilize the Company's Access Services under the Company's Access and Interconnection Tariff. Customers may presubscribe to another provider's interLATA or IntraLATA services in order to originate interLATA and intraLATA calls on a 1 + basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services; and
- E) Originate calls to the Dual Party Relay Service (DPRS) which enables deaf, hard-of-hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate freely with the hearing population not using TDDs and vice versa. The Company does not impose any charge to end users for access to DPRS, however, persons using this service are liable for applicable per-call charges specified in the Company's tariffs. The Company will provide, at cost, a TDD device to each individual who is certified as deaf or severely hearing or speech impaired by a licensed physician, audiologist or qualified state agency.
- F) End User Network Access services are provided through a Terminal Interface at a Company-designated Point of Connection, or through a standard demarcation point established by another service provider. The Customer is responsible for providing the appropriate transmission facilities, cabling or wiring between the Point of Connection or demarcation point and its premises. Depending upon the service ordered by the Customer, there may be a choice of Terminal Interfaces. In such cases, the Customer is responsible for specifying a Terminal Interface which is compatible with the Customer-provided transmission facilities, cabling, wiring, or terminal equipment.
- G) Each End User Network Access service corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time

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## 7. END USER NETWORK ACCESS SERVICES

## 7.2 Interconnection of Interstate Facilities

## 7.2.1 Points of Connection

Services terminate at a Point of Connection established by the Company. The Point of Connection will ordinarily be located in the same building as the Customer's or User's Premises; however, a Customer may elect to be served by a Point of Connection in a different building, in which case the Customer is responsible for providing or obtaining, at its own expense, the necessary wire or cable to connect its Premises to the Point of Connection. In a multi-tenant building, the Point of Connection will ordinarily be established in a common area of the building such as an equipment room or wire closet. Customers may connect their transmission facilities, cabling, wiring or terminal equipment to the Company's network at the Point of Connection.

The Company will establish a Point of Connection upon request within a building, campus, or other customer premises located in a Company-served exchange area, if in the Company's opinion it can recoup its up front capital cost, ongoing operational cost and provide a fair return to shareholders from the revenue stream derived from the new Point of Connection. A Point of Connection may be established at any location where the preceding conditions are not satisfied, subject to the rates, terms, and conditions applicable to Special Construction as specified in the General Regulations Tariff.

## 7.3 Reserved for Future Use

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LOCAL EXCHANGE SERVICES

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## 7. END USER NETWORK ACCESS SERVICES

## 7.4 Exchange Areas

## 4.4.1 Description

An exchange is a geographically defined area established by the Company for the administration of telecommunications service. TCG follows the Exchange Area boundaries as defined in the applicable tariffs of Southwestern Bell Telephone Company in the establishment of local calling areas. Local calling areas define the exchanges Customers may call without a toll charge.

Exchange Access Services are provided in limited geographic areas. PrimeOne local calling is provided at no additional charge in conjunction with the provision of the network access services listed in Section 9.1.

This tariff applies to the following Southwestern Bell Telephone Company exchanges:

Archie  
Belton  
Blue Springs  
East Independence  
Excelsior Springs  
Farley  
Gladston  
Grain Valley  
Greenwood  
Independence  
Lee's Summit  
Leavenworth  
Liberty  
Nashua  
Parkville  
Raytown  
Richmond  
Smithville  
South Kansas City  
Tiffany Springs

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## 7. END USER NETWORK ACCESS SERVICES

## 7.4 Exchange Areas (Cont'd)

## 4.4.1 Description (Cont'd)

This tariff also applies to the following GTE Company exchanges:

Lawson  
Plattsburg  
Trimble

This tariff also applies to the following Windstream Communications, Inc. exchanges:

Albany	Halfway	Piedmont
Aldrich	Iberia	Pleasant Hope
Allendale	Jameson	Polk
Bellflower	Laclede	Ponder
Bolivar	Liberal	Purdy
Coffey	Madison	Rothville
Crocker	Martinsburg	Silex
Clubb	Mendon	St. Elizabeth
Dixon	Middletown	Stark City
Doniphan	Milean	Stockton
Eolia	Mindenmines	Stotts City
Fairdealing	Morrisville	Stover
Fair Play	Myrtle	Sumner
Fairview	Naylor	Union Star
Florence	Neelyville	Vandalia
Gallatin	New Hartford	Verona
Grandin	Olney	Wappapello Park
Grant City	Oxly	Wheaton
Greenville	Patterson	Williamsville
Holliday	Pattonburg	Winston

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## 7. END USER NETWORK ACCESS SERVICES

## 7.5 Local Calling Areas

## 7.5.1 Local Calling Area Exchanges

The Company concurs with SWBT's Area Exchanges and Extended Area Service calling are as listed in its Local Exchange Tariff. Exchange Areas for all Customers whose premises are located in the SWBT territory will be the same as SWBT's service areas except where noted by service or rate element. For those exchanges where the local calling scope defined in SWBT's Local Exchange Tariff includes subscribers or Customers of a specific service, the term subscriber or Customer is defined as those Customers that subscribe to the service specified from SWBT, or its concurring carriers and/or a resold version of that service from another provider.

Local Service and/or Exchange Areas for this state are concurrent with those defined in the AT&T Local Exchange Services tariff, Section 3.1.

## 7.5.2 Maps

The Company concurs with SWBT's Local Exchange Maps reflecting base rate areas, exchange area, and zone area boundaries which are part of its Local Exchange Tariff.

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## 7. END USER NETWORK ACCESS SERVICES

## 7.6 Network Access Line Services

The provision of Network Access Line service at the rates, charges, terms and conditions shown is subject to the provision of other sections of this tariff.

## 7.6.1 Provision of Equipment and Facilities

- A) Pursuant to Commission Rule (4CSR 240.32.070), the Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in the tariffs of the Company.
- B) Pursuant to Commission Rule (4CSR 240.32.070), the Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C) The Company may substitute, change or rearrange any equipment or facility at time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- E) The Customer shall be responsible for the payment of service charges as set forth herein Section 6.9.1, for visits by the Company's agents or employees to the Premises of the Customer or User when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer or User.

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## 7. END USER NETWORK ACCESS SERVICES

## 7.6 Network Access Line Services (Cont'd)

## 7.6.1 Provision of Equipment and Facilities (Cont'd)

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

- 1) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- 2) the reception of signals by Customer-provided equipment.

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LOCAL EXCHANGE SERVICES

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8. RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICES

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## 9. LATA CALLING SERVICES

## 9.1 LATA Calling Services

## 9.1.1 Description

LATA Calling Services allow for the origination from listed exchanges and termination of calls within local and toll calling areas as defined below. Local and Toll calling plans are marketed under the brand names of PrimeOne and PrimePlus service and are provided in conjunction with connection to the Company's network via the access lines listed below:

PrimePath Service  
PrimeXpress Network Service  
PrimeNBX Service  
PrimePlex PRI Service  
Prime Link Service  
PrimePath NBX Service

## 9.1.2 Timing of Calls

- A) "PrimeOne" local calls are untimed and billed on a flat-rate basis. "PrimePlus" IntraLATA toll calls are timed in six (6) second increments following the first eighteen (18) seconds.
- B) For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- C) For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- D) Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- E) Calls originating in one time period and terminating in another will be billed the rates in effect at the beginning of six second increments.
- F) For collect calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate

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LOCAL EXCHANGE SERVICES

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## 9. LATA CALLING SERVICES

## 9.1 LATA Calling Services (Cont'd)

## 9.1.3 PrimePlus IntraLATA Toll Service

PrimePlus IntraLATA toll service is furnished for telephone communication between telephones in different local calling areas within the same LATA in accordance with the regulations and schedules of charges specified in this tariff.

The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided.

## A) Rating of Calls

Rating of PrimePlus IntraLATA toll calls is based on the duration of the call. Call duration is based on regulations found in Section 9.1.2. IntraLATA rates between points are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

IntraLATA calling is offered by the Company to business Customers under the retail product name "PrimePlus".

## B) PrimePlus Rates

[As of July 27, 1999 the following rate is only offered to current PrimePlus customers for the duration of their term commitment.]

See the Price List for rates.

[As of July 23, 1999 the following rate is offered to new customers.]

See the Price List for rates.

## LOCAL EXCHANGE SERVICES

## 9. LATA CALLING SERVICES

## 9.1 LATA Calling Services (Cont'd)

## 9.1.3 PrimePlus IntraLATA Toll Service (Cont'd)

## B) PrimePlus Rates (Cont'd)

[As of July 23, 1999 the following discounts will only be offered to current PrimePlus customers for the duration of their term commitment.]

1) Volume Discounts	1 Year	2 Year	3 Year
\$0 - \$1,000	5%	5%	5%
\$1,000-\$3,000	15%	18%	20%
\$3,000-\$8,000	20%	23%	25%
\$8,000 +	25%	28%	30%

## C) PrimeOne/PrimePlus Usage Discount

Customers who commit to 1, 2, or 3 year term commitments are eligible to receive the discounts shown below on their PrimeOne and PrimePlus usage charges. Discounts are calculated based on the term commitment and are applied to the total amount of qualifying revenue in a billing period. Customers whose combined PrimeOne and PrimePlus monthly usage exceeds \$100,000.00 will not be eligible for discounts under this plan. At the end of the Customer's term commitment, the Customer will convert to month-to-month pricing at tariff rates in effect at that time. For services requiring a one-year term commitment, the Customer will receive one-year term rates at tariff rates in effect at that time unless the Customer notifies the Company in writing thirty (30) days prior to the expiration of the Customer's term plan of their intent to discontinue service.

Customers who discontinue service prior to the end of their term commitment will be assessed an early termination charge equal to their average monthly usage charges times the number of months remaining on their term commitment. The average monthly usage will be determined by calculating the Customer's total PrimeOne and PrimePlus usage charges for the first six full months of service and dividing by six. If the Customer has been in service less than six months, the average monthly usage will be determined by calculating the Customer's total usage charges and dividing by the number of months the Customer has been in service. Customers may discontinue service prior to the end of their term commitment without liability if they migrate to another Company local service offering with a term commitment equal to or greater than their current term commitment.

## Usage Discounts:

	1 Year	2 Year	3 Year
\$0 - \$100,000.00	8%	10%	12%
\$100,000.01 +	0%	0%	0%

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service

## 10.1 Description

PrimePath Service provides a Customer with one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time. PrimePath Service is provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines. PrimePath Service is offered in either Standard Business Line, Enhanced Business Line or Business Trunk formats. Rates for PrimePath Service varies upon which local calling option is chosen by the Customer.

## 10.2 Service Charges

Service Order

Non recurring Service Order charges apply to various Customer requests on a per order basis. Requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to standard business lines, enhanced business lines, or business trunks. Service Order charges will apply to initial service orders and subsequent orders on a per request basis.

See the Price List for the Service Order Charge.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.2 Service Charges (Cont'd)

In addition to the standard Service Order Charge, the following charges will apply for applicable work performed by the Company.

Feature Change without Dispatch\*\*

Non-recurring charges which do not require dispatch of company personnel to change a feature or group of features on a per request basis on an existing TCG service. Feature changes are those that affect the functionality or characteristics of telecommunication services for standard business lines, enhanced business lines, or business trunks.

See the Price List for the Feature Change without Dispatch rate.

Multiple Feature Change with Dispatch

Non-Recurring charges which require dispatch of company personnel to a single site to change a feature or group of features on per site and per hour basis. Feature changes are those that affect the functionality or characteristics of telecommunication services for standard business lines, enhanced business lines, or business trunks. Charges are rounded to the nearest work hour with a one hour minimum charge.

See the Price List for the Multiple Feature Change with Dispatch rate.

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LOCAL EXCHANGE SERVICES

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10. PRIMEPATH SERVICE

10. PrimePath Service (Cont'd)

10.2 Service Charges (Cont'd)

Line Move or Add with Dispatch

Non-Recurring charges which requires dispatch of company personnel to a single site to move or add telecommunications services to an existing TCG business line, key line, or business trunk service on a per site and per hour basis. Adds and moves of business lines, key lines or trunks pertain to these charges. Charges are rounded to the nearest work hour with a 1 hour minimum.

See the Price List for the Line Move or Add with Dispatch rate.

Record Order Charge

Non-Recurring charges associated with maintaining information for billing services. Changes to such information will be charged a record order charge on a per request basis.

See the Price List for the Record Order Charge rate.

25 Pair Termination Blocks

See the Price List for the 25 Pair Termination Blocks rate.



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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.3 Standard Business Line:

Standard Business Line comes with basic dial tone and the ability to make calls in the local calling area. Standard Business lines are configured to support an individual station user. A one-year term commitment is required. At the Customer's option, Standard Business Lines can be configured with the following calling features for an additional monthly recurring charge per feature per line. A non-recurring charge will be applied for adding features after the initiation of service, and an Service Order Charge will be charged by any service change. For description of calling features see Section 6. Service requires a 1 Year Term commitment.

## A) Rates:

See the Price List for Standard Business Line rates.

## 10.4 Key Business Lines:

Key Business Lines are configured to support 2 to 4 station users. Service charges are billed on a monthly basis, and vary according to the service area in which the Customer is located. A one-year term commitment is required. At the Customer's option, Key Business Lines can be configured with the following calling features for an additional monthly recurring charge per feature per line. A non-recurring charge will be applied for adding features after the initiation of service, and an Service Order Charge will be charged by any service change. Calling features are described in Section 6. Service requires a 1 year term commitment

A) Rates:

See the Price List for Key Business Line rates.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.5 Business Trunks

Business Trunks are designed to handle high traffic volumes associated with connection to Customer-provided Private Branch Exchange (PBX) equipment or capable key system. The Customer may opt to utilize Business Trunks for outgoing calls only (DOD), incoming calls to an attendant (One-way in Local Trunk), incoming calls without utilizing an attendant (DID) or a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo). Direct Inward Dialing (DID) services allows incoming calls to be terminated directly to an end user behind a PBX or capable key. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. No features are provided on business trunks. Service requires a 1 year term commitment.

Rates

See the Price List for Business Trunks rates.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.6 PrimePath Easy Rate

PrimePath Easy Rate is a business line package that includes PrimePath business lines with unlimited local usage, Touch Tone, and a set of optional features for a single monthly recurring price. PrimePath Easy Rate is limited to PrimePath analog business lines. This plan is not available on PrimePath Key Lines, PrimePath Trunks, Prime Digital Trunks, PrimeXpress, PrimePlex, PrimeConnect or any services on INCS, Integrated Access, AT&T AccuRing, AT&T UltraAvailable Ring, DEF, or any other local service offering.

Customers must meet the following eligibility criteria and adhere to the restrictions in order to qualify for and maintain PrimePath Easy Rate Service:

- 1) Customers must agree to purchase a minimum of 100 PrimePath Easy Rate lines and must sign a PrimePath Easy Rate Certification Form identifying each location and telephone number that will be subscribed to the offer.
- 2) PrimePath Easy Rate lines may all be in one location or may be distributed across multiple locations where this service is available.
- 3) A customer's PrimePath Easy Rate lines can not be ordered or provisioned at the same location (service address) as the same customer's PrimePath Standard lines, if any.
- 4) A customer's PrimePath Easy Rate charges can not be billed on the same account as the same customer's PrimePath Standard lines, if any.
- 5) Customers that commit to a term plan for PrimePath Easy Rate must maintain all lines on the plan for the duration of the term, and are subject to a minimum retention period equal to the term commitment.

Customers with existing PrimePath Standard lines may change those lines to PrimePath Easy Rate and may add or move features as long as all above listed criteria is met. The non-recurring Service Order Charges and any Feature Change Charges (associated with features included in the PrimePath Easy Rate offer) will be waived at the time of the change from PrimePath Standard lines to PrimePath Easy Rate. Future changes will result in the billing of standard non-recurring charges as listed in this tariff.

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LOCAL EXCHANGE SERVICES

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10. PRIMEPATH SERVICE

10. PrimePath Service (Cont'd)

10.6 PrimePath Easy Rate (Cont'd)

Customers are required to pay the monthly recurring charge as specified below whether or not any or all optional features are activated. The monthly recurring line charge includes unlimited local calling, Touch tone service, and the following optional features: Caller ID (number only), Call Waiting, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Variable, Remote Access to Call Forwarding, Three-Way Calling, Speed Calling 8, Repeat Dialing, Call Return, Calling blocking and Hunting. Features that are not included in the PrimePath Easy rate offer may be added for the additional standard monthly recurring and/or non-recurring charges as listed in this tariff.

A. PrimePath Easy Rate Monthly Recurring Charge

See the Price List for PrimePath Easy Rate rates.

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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service

## 11.1 Description

- A) PrimeXpress Network Service provides dedicated connections from an end user's premises to Business Calling Service and to services provided by interexchange carriers that have interconnected to the Company's switch. PrimeXpress Network Service is delivered to the customer's premise at a DS1 (1.544 Mbps) rate. A PrimeXpress facility may be provided as stand-alone service or provisioned over an existing or new AT&T ACCU-Ring DS3 facility or Ultravavailable Ring (UVN) facility. PrimeXpress Network Service is available in one, two or three-year term commitments.

The Customer may opt to utilize PrimeXpress Network Service for outgoing calls only (DOD), incoming calls only (DID) or a combination of both inbound and outbound calls. When the Customer elects to utilize PrimeXpress Network Service for both inbound and outbound calls, they may choose Combo service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an End User behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

PrimeXpress Network Service trunks configured for Inbound and Outbound calling functionality that, upon detection by The Company, exceed 90% utilization for inbound calling will be subject to the rates, terms and conditions for the PrimeConnect Calling option listed below. All end user equipment connecting to PrimeXpress Network Service must meet F.C.C. Part 68 requirements and be technically compatible with the parameters delineated herein. PrimeXpress Network Service is offered with the options of DTMF or MF signaling pulse and wink start or immediate start trunk signaling.

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November 13, 2011  
Missouri Public  
Service Commission  
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ISSUED BY: CAROL PAULSEN, DIRECTOR  
208 S AKARD ST., DALLAS, TX, 75202

FILED  
Missouri Public  
Service Commission  
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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service

## 11.1 Description (Cont'd)

## B) PrimeConnect Calling Option

Digital PrimeXpress Network Service can be configured to support high volumes of inbound calling. The PrimeConnect Calling Option is not available with wink start signaling. This option will support a maximum of two rate centers per facility or trunk group within the TCG-designated service area. Rates for the PrimeConnect Calling Option are listed in the Price List.

Per subscribed Rate Center, the Customer is required to subscribe to a sufficient number of trunks so as to not degrade the TCG network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeXpress trunks to satisfy the call completion criteria listed above. Subject to the availability of facilities, Customers may request the PrimeConnect Calling Option to be provisioned from a Rate Center other than that normally assigned by the Company.

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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service

## 11.1 Description (Cont'd)

C) Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

## 1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

## 11.2 Rates

See the Price List for PrimeXpress Network Service rates.

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LOCAL EXCHANGE SERVICES

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## 12. PRIME DIGITAL TRUNK SERVICE

## 12. Prime Digital Trunk

## 12.1 Description

Prime Digital trunk (PDT) is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Prime Digital Trunk is delivered via a DS1 (1.544 Mbps) facility providing up to 23 voice-grade DS0 communications channels. Prime Digital Trunk is available on a 1, 2, or 3 year term commitment.

The Customer may opt to utilize Prime Digital Trunk service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the Customer elects to utilize Prime Digital Trunk for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

Per subscribed Rate Center, the Customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99 percent. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PDT trunks or channels to satisfy the call completion criteria listed above.

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LOCAL EXCHANGE SERVICES

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## 12. PRIME DIGITAL TRUNK SERVICE

## 12. Prime Digital Trunk (Cont'd)

## 12.1 Description (Cont'd)

## 12.1.1 Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

## A) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

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LOCAL EXCHANGE SERVICES

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12. PRIME DIGITAL TRUNK SERVICE

12. Prime Digital Trunk (Cont'd)

12.2 Rate Regulations

The following rate elements apply to Prime Digital Trunk service:

- A) Per Active Channel (PAC) charge - monthly recurring charge applicable to each active DS0 channel. A minimum of 12 PACs must be ordered per PDT facility.
- B) Non-recurring installation charges are applicable for each DS0 channel.
- C) See Section 4.3.2 for local calling rates and Section 4.3.3 for intraLATA toll calling rates associated with PDT service.

12.3 Rates

See the Price List for Prime Digital Trunk rates.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service

## 13.1 Description

Integrated Prime Service provides Local Voice Services on a Customer's spare capacity AT&T channelized Static Integrated Network Access (SINA) T1 or Frame Relay T1 access channels. The SINA T1 or Frame Relay T1 access arrangement will include Local Prime Services via Integrated PrimePath Lines and Trunks, Integrated PrimePath NBX analog lines and Integrated Prime Digital Trunks.

- \* The Integrated PrimePath NBX service component is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before June 28, 2004. Existing term plan customers with contracts for Integrated PrimePath NBX in effect or on order prior to June 28, 2004 may continue under their existing terms and condition, and may move, add or change stations at their existing locations, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before June 28, 2004, will be placed on month-to-month tariff rates as of June 28, 2004, subject to the termination schedule stated below. Customers with contracts that expire after June 28, 2004, will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless otherwise provided in) the termination schedule stated below.

Integrated PrimePath NBX services will be terminated based on the schedule set forth below:

- 1) Customers with contracts that expired on or before June 28, 2004, will have two (2) years from this date to migrate to a different service, as their service will be terminated on that date;
- 2) Customers with contracts expiring in 2004 or 2005 will have two (2) years from contract expiration to migrate to a different service, as their service will be terminated on that date;
- 3) Customers with contracts expiring in 2006 will have one (1) year from contract expiration to migrate to a different service, as their service will be terminated on that date;
- 4) Customers with contracts expiring in 2007 or beyond must migrate to a different service on or before contract expiration, as their service will be terminated on contract expiration.

Early termination penalties will be waived for Integrated PrimePath NBX customers wishing to terminate their Integrated PrimePath NBX service and migrate to a different service prior to their contract expiration.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.1 Description (Cont'd)

The service provides direct inward dialing capability as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the Customer is located. The features and corresponding rates available for use with PrimePath, PrimePath NBX and Prime Digital Trunks are also available for use with Integrated Prime Service. Monthly recurring and non-recurring line charges are shown below. There is no minimum channel size requirement for Integrated Prime Service.

Integrated PrimePath services provide a Customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Integrated PrimePath is provided for connection to Customer-provided single-line terminal equipment such as station sets or facsimile machines. Integrated PrimePath is offered as either business lines, key lines, or business trunks. Customers utilizing Integrated PrimePath services must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.1 Description (Cont'd)

Integrated Prime Digital Trunks (PDT) is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. The Customer may opt to utilize Integrated PDT service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the Customer elects to utilize Integrated PDT for both inbound and outbound calls, they may choose Two-Way service which allows incoming to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the Customer is required to subscribe to sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99 percent. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of Integrated PDT trunks or channels to satisfy the call completion criteria listed above.

Integrated PrimePath NBX is a central office-based analog communications Centrex service available to customers who do not wish to own and operate a PBX. Features and functions normally resident in the PBX are resident in the central office switch (DMS and 5ESS), and are subscribed to by the customer. Rather than purchasing DID/DOD trunks and numbers between the Local Serving Office (LSO) and a PBX, the customer subscribes to AT&T's CO-based service. The service provides direct inward dialing capability.

- 1) Customers subscribing to this service must have AT&T channelized SINA T1 or Frame Relay T1 with spare channels and M24 Multiplexing, and must have CPE Multiplexor equipment that provides voice trunk and/or channel signaling.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.1 Description (Cont'd)

- 2) Channel Bank is not included with Integrated Prime Service.
  - a) For AT&T Integrated Prime Digital Trunks, The Customer's M24/Channel Bank must provide a T1 interface to the Customer's digital trunk interface in the PBX.
  - b) For AT&T Integrated PrimePath Trunks, Customer's M24/Channel Bank must provide DS-0 analog connections to an analog trunk card. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.
  - c) For AT&T Integrated PrimePath Lines and AT&T Integrated PrimePath NBX analog lines, Customer's M24/Channel Bank must provide individual analog line side interface to each of the customer's station equipment such as single line telephone sets. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.

- 3) Customers subscribing to this service are required to pay the monthly recurring rates for Integrated Prime Service as specified below whether or not all implemented, optional, or enhanced features are activated at the time of initial installation of Integrated Prime Service. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.

A customer may elect to subscribe to Integrated Prime Service optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

- 4) If the service is terminated in whole or in part by the customer after initial installation, but prior to the completion of the service period, the customer shall be liable for the charges applicable for the remaining contract period. The formula for such charges is number of lines times number of months remaining times line rate.

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208 S AKARD ST., DALLAS, TX, 75202

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.1 Description (Cont'd)

- 5) If customer adds lines after initial installation during the time of the contract and these additional lines consist of less than or equal to 50% of the original order, the additional lines are contracted at the same rate as the initial lines, but the contract termination date shall be the original contracted date.
- 6) If customers adds lines after installation during the time of the contract and these additional lines in total consist of more than 50% of the original order, then a new contract must be executed with a new termination date and at the current tariffed rate for all lines.
- 7) Customers relocating within the same TCG metropolitan service area where Integrated Prime Service is available may continue on the same contract, subject to additional installation and service order charges.
- 8) Customers extending service beyond the contract period without a new contract will automatically renew on a month-to-month basis at the highest available line, feature and usage rates associated with Integrated Prime Service.
- 9) Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal Integrated Prime Service system calling.
- 10) Enhanced features are available for an additional charge as described for PrimePath, PrimePath NBX or Prime Digital Trunks services.

## 13.2 Features

All Standard, Implemented, Optional and Enhanced features offered for use with PrimePath Service, PrimePath NBX Service, and Prime Digital Trunk are available for use with Integrated Prime Service, and at the rates and charges specified in this tariff.

## 13.3 Integrated Prime Service and Charges

See the Price List for Integrated Prime Service rates.

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LOCAL EXCHANGE SERVICES

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14. RESERVED FOR FUTURE USE



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LOCAL EXCHANGE SERVICES

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15. RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service

## 16.1 Description

TCG PrimeNBX Service is a business access line service providing central office based functionalities in addition to access to the Public Switched Network. PrimeNBX lines are available in analog or digital formats depending on a Customer's premise equipment. PrimeNBX allows intercommunication service on a 4-digit basis in addition to access to and from the exchange network without Customer attendant assistance.

- \* PrimeNBX term plans are not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before June 28, 2004. Existing term plan customers with contracts for PrimeNBX in effect or on order prior to June 28, 2004 may continue under their existing terms and conditions, and may move, add or change stations at their existing locations based on availability of existing facilities, but may not add new locations unless otherwise specified in their contracts. (T)

Customers with contracts that expire may continue to use the service on a month-to-month basis at their contract rates, terms and conditions, unless otherwise specified in the contract. (C)  
Customers with expired contracts may also be able to change, upon notice to the Company, to month-to-month tariff rates, terms and conditions. All Customers with expired contracts are subject to the limitations on moves, adds, and changes described above. (C)

PrimeNBX services will be discontinued no later than December 31, 2012 and are subject to the provisions set forth below: (C)

- 1) There will be no contract renewals for customers with expired contracts, or who have terminated service. (C)
- 2) Customers must migrate to a different service on, or before the service discontinuance date. (C)

Early termination penalties will be waived for PrimeNBX customers wishing to terminate their PrimeNBX service and migrate to a different service prior to their contract expiration.

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service

## 16.1 Description

TCG PrimeNBX Service is a business access line service providing central office based functionalities in addition to access to the Public Switched Network. PrimeNBX lines are available in analog or digital formats depending on a Customer's premise equipment. PrimeNBX allows intercommunication service on a 4-digit basis in addition to access to and from the exchange network without Customer attendant assistance.

- \* PrimeNBX is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before June 28, 2004. Existing term plan customers with contracts for PrimeNBX in effect or on order prior to June 28, 2004 may continue under their existing terms and conditions, and may move, add or change stations at their existing locations based on availability of existing facilities, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before June 28, 2004, will be placed on month-to-month tariff rates as of July 1, 2006, subject to the termination schedule stated below. Customers with contracts that expired on or before June 28, 2004 will receive PrimeNBX Service under the month-to-month rates. Customers with contracts that expire before July 1, 2006, will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless otherwise provided in) the termination schedule stated below. Customers with contracts that expire after July 1, 2006, will be allowed either to choose to keep their rate up to and including July 31, 2011, subject to the limitations on moves, additions, and changes described above, or to choose to change to a month-to-month rate, subject to the schedule stated below.

PrimeNBX services will be terminated based on the schedule set forth below:

- 1) Customers with expired contracts will have until July 31, 2011 to migrate to a different service, as their service will be terminated on that date. There will be no contract renewals for customers with expired contracts or who have terminated service;
- 2) Customers with contracts that expire after December 15, 2007, will have until July 31, 2011 or their contract expiration date, whichever is later, to migrate to a different service, as their service will be terminated on that date;

Early termination penalties will be waived for PrimeNBX customers wishing to terminate their PrimeNBX service and migrate to a different service prior to their contract expiration.

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July 29, 2011

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208 S AKARD ST., DALLAS, TX, 75202

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.1 Description (Cont'd)

PrimeNBX lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID) and Automatic Identification or Outward Dialing. PrimeNBX lines must be ordered at a minimum of 24 lines for digital service and 49 lines for analog service.

Customers may opt to utilize a Carrier Access Port Connection, which enables their Interexchange traffic to be routed between the Company's switch and the Customer's chosen Interexchange carrier via a dedicated DS1 circuit. In such cases, the Customer's chosen Interexchange carrier will arrange for a DS1 transport facility between its network and the Company's switch.

## 16.2 Rates

See the Price List for PrimeNBX Service rates.

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.3 PrimeNBX Features

The following line and system features are included with PrimeNBX at no additional cost where facilities permit.

## A) Standard Line Features

**Call Forwarding:**

**Call Forwarding - Busy** Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a predetermined line within a Customer system or outside the system.

**Call Forwarding - Don't Answer** Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a predetermined line within a Customer system.

**Call Forwarding - Don't Answer / Enhanced** Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a predetermined line either within a Customer system or outside the system.

**Call Forwarding - Variable** When activated at a line by a Customer, provides for the forwarding of all calls attempting to terminate at that line to another Customer specified line within a Customers' system or outside the system.

**Call Hold** Allows the user to hold one call for any length of time provided that neither party goes on-hook.

**Call Park** Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.3 PrimeNBX Features (Cont'd)

## A) Standard Line Features (Cont'd)

**Call Pickup** Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

**Call Transfer** Allows a station line user to transfer any established call to another station line inside their Customer group without the assistance of the attendant.

**Call Transfer-Enhanced** Allows a station line user to transfer any established call to another line inside or outside the Customer group without the assistance of an attendant.

**Call Waiting:**

**Call Waiting - Cancel** Allows a Call Waiting Customer to cancel this feature for one call through the use of a cancel call waiting code.

**Call Waiting - Dial** Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to calls within the established user group only.

**Call Waiting - Incoming** Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.

**Call Waiting - IntraGroup** Permits both incoming calls and calls originating from within the system to activate the call waiting feature.

**Call Waiting Originating** Allows a station line user to impose call waiting on a busy station line

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.3 PrimeNBX Features (Cont'd)

## A) Standard Line Features (Cont'd)

**Directed Call Pickup:**

**Directed Call Pickup with Barge-in** Allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a 3-way call.

**Directed Call Pickup without Barge-in** Allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

**Distinctive Call Waiting Tones** Permits a called station line user to determine whether an incoming waiting call is external or internal to the Customer group by providing different tone cadences for both occurrences.

**Distinctive Ringing** Allows a unique pattern of ringing to permit the station line user to distinguish between IntraGroup and DID calls.

**Line Hunting**

**Circular** Allows a call directed to a busy station configured in a circular hunt arrangement, to be directed to any station within the group until such time as a station becomes available.

**Terminal** Routes a call in a prearranged linear pattern until it reaches the last number in the series. If that last number is busy, the incoming caller receives a busy signal.

**Speed Calling - Individual 8 Number List** Permits the station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by assigning of abbreviated codes to frequently called numbers. The list is dedicated to the individual station line user.

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.3 PrimeNBX Features (Cont'd)

## A) Standard Line Features (Cont'd)

**Station Message Detail Recording - Direct Output (Basic)**

Permits the capturing of call detail information by the switch and passing this information to a call accounting system.

**Three-Way Calling** Allows a station line user to add an internal third party to an existing conversation.

**Touch Tone (DTMF)** Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

## B) Standard System Features

**Automatic Identified Outward Dialing** A feature that automatically provides you with an accurate record of all toll calls made by each line.

**Automatic Route Selection - Basic** This is a preset pattern of routing calls originated by a PrimeNBX station user to selected Interexchange carriers or dedicated facilities.

**Direct Inward Dialing** Allows Incoming calls from the local exchange and long distance networks to reach an individual line or group of lines in the system without the assistance of an attendant.

**Direct Outward Dialing** Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code.

**Intercept** Routes incoming exchange calls made to a non-working Digital PrimeNBX line to an announcement machine.



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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service (Cont'd)

## 16.3 PrimeNBX Features (Cont'd)

## B) Standard System Features (Cont'd)

**Line Treatments** Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines.

**Loudspeaker Paging Access** Permits station line users to access Customer-provided loudspeaker paging equipment by dialing an access code. The Customers equipment will dictate the type of termination that is provided by TCG. One access method could be the termination of a TCG PrimeNBX line on a standard jack interface. This assumes the paging equipment has a line card termination. In this method of operation users would dial the PrimeNBX line for access to the paging facilities. Another method of access to paging equipment is a four wire trunk side dedicated leased line which requires an access level or dial code in the TCG PrimeNBX. Users will dial this to access the paging equipment.

**Station-to-Station Calling** Allows Customer group stations to complete calls to other stations without the assistance of an attendant.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX

## 17. PrimePath NBX\*

## 17.1 Description

(T)

PrimePath NBX is a central office-based analog communications service over loop-start facilities for a retail end-user. The service provides direct inward dialing capability without the requirement of CPE such as a key system or PBX, as well as outward calling capabilities.

- \* PrimePath NBX term plan are not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before June 28, 2004. Existing term plan customers with contracts for PrimePath NBX in effect or on order prior to June 28, 2004 may continue under their existing terms and condition, and may move, add or change stations at their existing locations based on availability of existing facilities, but may not add new locations unless otherwise specified in their contracts.

(T)

Customers with contracts that expire may continue to use the service on a month-to-month basis at their contract rates, terms and conditions, unless otherwise specified in the contract. Customers with expired contracts may also be able to change, upon notice to the Company, to month-to-month tariff rates, terms and conditions. All Customers with expired contracts are subject to the limitations on moves, adds, and changes described above.

(C)  
(C)  
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PrimePath NBX services will be discontinued no later than December 31, 2012 and are subject to the provisions set forth below:

(C)  
(C)  
(C)

- 1) There will be no contract renewals for customers with expired contracts, or who have terminated service.
- 2) Customers must migrate to a different service on, or before the service discontinuance date.

(C)  
(C)  
(C)  
(C)

Early termination penalties will be waived for PrimePath NBX customers wishing to terminate their PrimePath NBX service and migrate to a different service prior to their contract expiration.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX

## 17. PrimePath NBX\*

## A) Description

PrimePath NBX is a central office-based analog communications service over loop-start facilities for a retail end-user. The service provides direct inward dialing capability without the requirement of CPE such as a key system or PBX, as well as outward calling capabilities.

- \* PrimePath NBX is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before June 28, 2004. Existing term plan customers with contracts for PrimePath NBX in effect or on order prior to June 28, 2004 may continue under their existing terms and condition, and may move, add or change stations at their existing locations based on availability of existing facilities, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before June 28, 2004, will be placed on month-to-month tariff rates as of July 1, 2006, subject to the termination schedule stated below. Customers with contracts that expire on or before June 28, 2004, will receive PrimPath NBX Service under the month-to-month tariff rates. Customers with contracts that expire before July 1, 2006, will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless otherwise provided in) the termination schedule stated below. Customers with contracts that expire after July 1, 2006, will be allowed either to choose to keep their contract rate up to and including July 31, 2011, subject to the limitations on moves, additions, and changes described above, or to choose to change to a month-to-month rate, subject to the schedule stated below.

PrimePath NBX services will be terminated based on the schedule set forth below:

- 1) Customers with expired contracts will have until July 31, 2011 to migrate to a different service, as their service will be terminated on that date. There will be no contract renewals for customers with expired contracts or who have terminated service;
- 2) Customers with contracts that expire after December 15, 2007, will have until July 31, 2011 or their contract expiration date, whichever is later, to migrate to a different service, as their service will be terminated on that date;

Early termination penalties will be waived for PrimePath NBX customers wishing to terminate their PrimePath NBX service and migrate to a different service prior to their contract expiration.

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July 29, 2011

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JC-2011-0666

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ISSUED BY: CAROL PAULSEN, DIRECTOR  
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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## 17.1 Description (Cont'd)

(T)

Service charges are billed on a monthly basis, and are based on the service area in which the Customer is located. Standard, Implemented and Optional features are listed below. Standard features are provisioned on all lines and Implemented features are provisioned on all lines and Implemented features may be chosen on a per line basis at no additional recurring cost. Optional features are available for an additional per-month charge and one-time installation charge. Monthly recurring and non-recurring line and feature charges are shown below. A minimum of 10 PrimePath NBX lines per main customer location is required. Additional locations of the same customer within the same locally defined rate center may subscribe to the same PrimePath NBX system with a minimum of 6 PrimePath NBX lines where facilities permit. A PrimePath NBX system is associated with only one invoice. Customers must commit to at least a one-year term commitment; two year term plans are also available.

Customers requiring more than 48 lines per any location may purchase Prime NBX Service where facilities permit and under current tariffs with Prime NBX features and rates.

- 1) Customers subscribing to this service are required to pay the monthly rate for service as specified whether or not all implemented features are activated at initial installation. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.
- 2) A customer may elect to subscribe to PrimePath NBX optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## A) Description (Cont'd)

Service charges are billed on a monthly basis, and are based on the service area in which the Customer is located. Standard, Implemented and Optional features are listed below. Standard features are provisioned on all lines and Implemented features are provisioned on all lines and Implemented features may be chosen on a per line basis at no additional recurring cost. Optional features are available for an additional per-month charge and one-time installation charge. Monthly recurring and non-recurring line and feature charges are shown below. A minimum of 10 PrimePath NBX lines per main customer location is required. Additional locations of the same customer within the same locally defined rate center may subscribe to the same PrimePath NBX system with a minimum of 6 PrimePath NBX lines where facilities permit. A PrimePath NBX system is associated with only one invoice. Customers must commit to at least a one-year term commitment; two year term plans are also available.

Customers requiring more than 48 lines per any location may purchase Prime NBX Service where facilities permit and under current tariffs with Prime NBX features and rates.

- 1) Customers subscribing to this service are required to pay the monthly rate for service as specified whether or not all implemented features are activated at initial installation. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.
- 2) A customer may elect to subscribe to PrimePath NBX optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## 17.1 Description (Cont'd)

(T)

- 3) If the service is terminated in whole or in part by the customer after initial installation, but prior to the completion of the service period, the customer shall be liable for the remaining contract period. The formula for such charges is number of lines times number of months remaining times line rate
- 4) If customer adds lines after initial installation during the time of the contract and these additional lines consist of less than or equal to 50% of the original order, the additional lines are contracted at the same rate as the initial lines, but the contract termination date shall be the original contracted date.
- 5) If customers add lines after installation during the time of the contract and these additional lines in total consist of more than 50% of the original order, then a new contract must be executed with a new termination date and at the current tariffed rate for all lines.
- 6) Customer's relocating within the same TCG metropolitan service area where PrimePath NBX is available may continue on the same contract, subject to additional installation and service order charges.
- 7) Customer's extending service beyond the contract period without a new contract will automatically renew on a month-to-month basis at the highest available line, feature and usage rates associated with PrimePath NBX.
- 8) Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal PrimePath NBX system calling. "Assume dial 9" is NOT available with PrimePath NBX.
- 9) Existing PrimePath NBX customers purchasing additional lines in excess of 48 lines per individual customer location for all locations may purchase Prime NBX at the same or greater term for all lines subject to availability, tariffs and new service agreement without termination liability under PrimePath NBX. Additional lines subject to Prime NBX installation and service order charges.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## A) Description (Cont'd)

- 3) If the service is terminated in whole or in part by the customer after initial installation, but prior to the completion of the service period, the customer shall be liable for the remaining contract period. The formula for such charges is number of lines times number of months remaining times line rate
- 4) If customer adds lines after initial installation during the time of the contract and these additional lines consist of less than or equal to 50% of the original order, the additional lines are contracted at the same rate as the initial lines, but the contract termination date shall be the original contracted date.
- 5) If customers add lines after installation during the time of the contract and these additional lines in total consist of more than 50% of the original order, then a new contract must be executed with a new termination date and at the current tariffed rate for all lines.
- 6) Customer's relocating within the same TCG metropolitan service area where PrimePath NBX is available may continue on the same contract, subject to additional installation and service order charges.
- 7) Customer's extending service beyond the contract period without a new contract will automatically renew on a month-to-month basis at the highest available line, feature and usage rates associated with PrimePath NBX.
- 8) Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal PrimePath NBX system calling. "Assume dial 9" is NOT available with PrimePath NBX.
- 9) Existing PrimePath NBX customers purchasing additional lines in excess of 48 lines per individual customer location for all locations may purchase Prime NBX at the same or greater term for all lines subject to availability, tariffs and new service agreement without termination liability under PrimePath NBX. Additional lines subject to Prime NBX installation and service order charges.

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## 17.2 Features

(T)

- 1) Standard Features - The following features are provisioned at no additional charge for all PrimePath NBX service lines. Standard line treatments for blocking apply.

-Call Hold	-Direct Outward Dialing
-Call Transfer*	-Distinct Ringing Within Group
-Direct Inward Dialing	-Station to Station Dialing
-Three-Way Calling	-Automatic Identification of Outward

## 2) Implemented Features

The following features are available upon request with the PrimePath NBX service with no additional charge.

- Call Forward-Busy\*
- Call Forward-No Answer\*
- Call Forward-Variable\*
- Call Waiting/Cancel Call Waiting
- Line Hunting-Terminal
- Message Waiting Indicator (interrupt dial tone)
- Speed Calling-8

\* Customers utilizing Call Forward-Busy, Call Forward-No Answer, Call Forward-Variable, and Call Transfer will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

## 3) Other Features

See the Price List for PrimePath NBX other features rates.

## 17.3 Rates

(T)

See the Price List for PrimePath NBX rates.



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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX (Cont'd)

## B) Features

- 1) Standard Features - The following features are provisioned at no additional charge for all PrimePath NBX service lines. Standard line treatments for blocking apply.

-Call Hold	-Direct Outward Dialing
-Call Transfer*	-Distinct Ringing Within Group
-Direct Inward Dialing	-Station to Station Dialing
-Three-Way Calling	-Automatic Identification of Outward

## 2) Implemented Features

The following features are available upon request with the PrimePath NBX service with no additional charge.

- Call Forward-Busy\*
- Call Forward-No Answer\*
- Call Forward-Variable\*
- Call Waiting/Cancel Call Waiting
- Line Hunting-Terminal
- Message Waiting Indicator (interrupt dial tone)
- Speed Calling-8

\* Customers utilizing Call Forward-Busy, Call Forward-No Answer, Call Forward-Variable, and Call Transfer will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

## 3) Other Features

See the Price List for PrimePath NBX other features rates.

## C) Rates

See the Price List for PrimePath NBX rates.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service

## A) Description

TCG PrimePlex PRI service is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). PrimePlex PRI is a high capacity access path for communications providing voice or data transmission over the Company's exchange network. A PrimePlex PRI facility may be provided as stand-alone service or provisioned over an existing or new AT&T ACCU-Ring DS3 or Ultravavailable Ring facility.

## B) Explanation of Terms

Circuit Switching

A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

PrimePlex Primary Rate Interface (PRI)

PrimePlex PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. It can also be used as loop transport for circuit switched data applications. PrimePlex PRI is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel. It can also be provisioned as 24 B channels when coupled with controlling D facilities on other PRI circuits and backup D facilities. PRI provides the Customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and imaging services via channelized transport. In addition, PrimePlex PRI provides the Customer with the service capabilities and features described herein.

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission, and switching of voice, data, and imaging services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface lines to their serving central office.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## B) Explanation of Terms (Cont'd)

Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI Customer Premises Equipment (CPE) located at the customer premises must be compatible with the network interface. This network interface is defined as follows:

The network interface is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the Network Termination 2 (NT2). The NT2 is customer premises equipment required for providing physical compatibility in terminating telephone facilities at the customer premises.

PRI Line Group

A PRI Line Group is a group of channels which are designated as one of the following:

- Incoming Business Dial Tone Line Group
- Outgoing Business Dial Tone Line Group
- Two-Way Business Dial Tone Line Group
- Call-by-Call Service Selection Line Group

Only one Call-by-Call line group may be provisioned on a PrimePlex PRI Arrangement. Where available, up to two of the other line group types may be provisioned on a PrimePlex PRI Arrangement. The total number of line groups per PRI Arrangement is limited to four. The capability to assign other than Call-by-Call line groups varies by central offices switch type.

Primary Rate Access Facility

Primary Rate Access Facility provides a high capacity access path at a transmission speed of 1.544 megabits per second (Mbps) for communications between the Customer's premises and the serving central office. Each Primary Rate Access Facility supports one PrimePlex PRI arrangement.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## B) Explanation of Terms (Cont'd)

Primary Rate Interface Arrangement

PrimePlex PRI Arrangement is a service providing ISDN capabilities between the customer premises and the serving central office. The PRI Arrangement consists of 23 AB@ channels and one AD@ channel or 24 AB@ channels which are defined as follows:

B Channel

The B Channel is a 64 kilobits per second (Kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D Channel is a 64 kilobits per second (Kbps) channel that carries signaling and control for the B channels.

Software Defined Lines

Software Defined Lines are lines which are provisioned on the Primary Rate Access Facility by establishing their identity in central office translations. These lines physically ride on the 4-wire ISDN Primary Rate Access Facility.

Simulated Facility Group

A Simulated Facility Group is a software-defined register used to limit the number of simultaneous calls with specific attributes.

## C) Customer Premise Equipment (CPE)

The CPE used by the customers subscribing to PrimePlex PRI must comply with ISDN Primary Rate Interface specifications as designated by the Telephone Company or BellCore.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## D) Service Capabilities

PrimePlex PRI provides the capability to:

- 1) Transport Customer information in the form of circuit-switched voice or data up to 64 Kbps over any B channel.
- 2) Allow, where available, one D channel to control up to 20 PRI Arrangements. In such cases, a single D channel in one PRI Arrangement handles all the signaling and control requirements of multiple PRI Arrangements to consist of 24 B channels.
- 3) Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD), or configure channels to access multiple services on a Call-by-Call basis. All of the preceding services may be accessed on a Call-by-Call Service Selection basis, except two way lines which must be dedicated to specific channels.
- 4) Allow the user to have access to the directory number of the calling party.

## E) Conditions

This service is offered subject to the following conditions:

- 1) PrimePlex PRI is only available from serving central offices equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- 2) ISDN-compatible terminal equipment is required for operation. It is the Customer's responsibility to power and obtain such equipment.
- 3) PrimePlex PRI service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside either their serving central office or their Local Exchange Area. Where facilities are available, Customers will be able to originate and receive circuit-switched data calls outside their serving central office.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## E) Conditions (Cont'd)

- 4) This tariff does not provide for the transmission of packet data on the B or D channels. Packet data is not offered on the B or D channels.
- 5) Existing local usage or MTS rates apply to circuit-switched voice and data calls. Circuit-switched data calls will be billed on a local usage-sensitive basis as specified in this tariff. Toll charges will apply when the circuit-switched data calls are made outside the Customer's Local Calling Area. The Unlimited Usage Package is not available with PrimePlex PRI service.
- 6) All PRI Arrangement configurations must have at least one 23B+D PRI Arrangement for signaling and control functions. A 23B+Backup D PRI Arrangement is required whenever more than 47 B channels are controlled by a single D channel.
- 7) When more than one TCG service is accessed over the same PrimePlex PRI Arrangement, Call-by-Call Service Selection may be required.
- 8) Each line group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified herein.
- 9) Telephone numbers ordered in blocks of 20 and Individual Additional Telephone Numbers ordered from this Tariff may not be delivered on the same Simulated Facility Group or dedicated trunk group.
- 10) The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group or Simulated Facility Group to which they are assigned

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## E) Conditions (Cont'd)

- 11) At the Company's discretion, the Company may reconfigure the Customer's service from PrimePlex PRI to the PrimeConnect Calling Option if the Customer's PrimePlex PRI usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling, (2) equals or exceeds an average call duration of 10 minutes per call, (3) equals or exceeds CCS loading of 32 CCS, and (4) equals or exceeds 300,000 minutes of use per PRI. The Customer will be charged rates for PrimeConnect Calling Option as shown in the Price List. The Company reserves the right to audit the Customer's PrimePlex PRI usage for the above conditions.

## F) Features

- 1) Backup D Channel: Automatically takes over for a failed D channel in case of trouble. This is purchased as part of a 23B+Backup D PRI Arrangement.
- 2) Call-by-Call Service Selection (CBC): Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID, DOD, and business dial tone lines. The customer premises equipment signals the local serving central office as to what type of services to access for each call.
- 3) Calling Party Number (CPN): Allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and is the responsibility of the customer.
- 4) Multiple Facility Signaling Control: Allows the D channel one PRI Arrangement to provide signaling for up to 20 PRIs terminating on a switch module. Requires Backup D channel.
- 5) Original Called Number (OCN): which must be ordered for specific PRI ISDN trunks, places the callers original dialed digits into the OCN field of the selected ISDN message, for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.
- 6) Caller ID With Name: Permits the display of a listed name associated with a telephone number from which the call is being made. The name and number will be delivered to a Customer-provided display device.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## G) Application of Rates

- 1) Business dial tone line functionality is included in the PrimePlex PRI Service rates and charges.
- 2) When DID numbers are ordered from the preceding, a DID line connection service charge applies for each B channel dedicated to DID service, or DID service, or DID-simulated facility group member over which DID numbers are transmitted.
- 3) When a Customer converts existing DS1 facilities provided under PrimXpress Service to Primary Rate Access Facilities, installation charges for the Primary Rate Access Facility are waived.
- 4) Hunting Service is included in PrimePlex PRI rates.

## H) Payment Options

A PrimePlex PRI customer may select a one-, two- or three-year term commitment. All PRI services and features at a given premises must be subscribed to the same payment option.

## I) Addition to Service

During the contract period, the customer may add PRI services at the same monthly rates as specified in the initial contract. The contract period for these additional services will end coterminous with the initial contract.

## J) Changes in Future Contract Rates

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel the existing contract without penalty, providing the subscriber signs up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions, and prices of the new contract.



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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## K) Renewal Options

Prior to the expiration of the existing contract period, a customer may extend the contract for another period without incurring termination liability charges. The new contract period must be for a period of time which is equal to or greater than the length of the original contract. The number of PRI arrangements must be equal to or greater than the number of arrangements contained in the original contract. The contract period effective date will be the date the customer signs the new contract.

Customers who terminate a term commitment for a stand-alone PrimePlex PRI facility and purchase a PrimePlex PRI facility provisioned on a new or existing AT&T ACCU-Ring facility for a term equal or greater to the time remaining on their current PrimePlex PRI term commitment will not be liable for early termination charges.

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## L) Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

## 1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## M) PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI

At the Company's discretion, the Company may reconfigure the Customer's service from PrimePlex PRI to PrimeConnect PRI Service if the Customer's PrimePlex PRI usage meets one or more of the following criteria: 1) Supports a maximum of two rate centers per PRI facility or T1 trunk, 23B+1D channel, within the TCG designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The Customer will be charged rates for PrimeConnect PRI Service as listed below. The Company reserves the right to audit the Customer's PrimePlex PRI usage for the above conditions.

1. The Customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the TCG network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeConnect PRI trunks to satisfy the call completion criteria listed above.

2. PrimeConnect PRI Customer Access Requirements:

PrimeConnect PRI supports inbound calling only, and does not include outbound calling to Operated Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The Customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls.
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N = 2-9) or other special service codes that may be created, or
- Calls to 0 and 00

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

M) PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI (Cont'd)

3. PrimeConnect PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a Customer's location. In the event that local and intraLATA non-toll calls placed into a Customer's location become subject to additional charges imposed by connecting carriers or by regulation, the Company reserves the right to modify the facility rate charges for traffic into the location upon 30 days written notice to the Customer. The Customer has the option to accept the rate change(s) or terminate the contract without penalty, unless specifically bound to specific commitments associated with capital recovery, special construction, or other issues written into the Customer's contract or agreement with the Company over and above the normal terms and conditions of the contract or agreement.

N) Rates

See the Price List for PrimePlex PRI Service rates.

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## 19. PRIME ON INTEGRATED NETWORK CONNECTION SERVICE (PRIME ON INCS)

## 19. Prime on Integrated Network Connection Service (Prime on INCS)

## A. General

Prime on INCS provides one of the following services: PrimeXpress, PrimePlex, Prime Digital Trunks, or PrimePath Lines over an Integrated Network Connection Service (INCS) access arrangement. Each individual Customer location must be in an area where AT&T has the necessary facilities.

## B. Provisioning

The INCS access arrangement will connect to the Customer's premises via a T1 line. Customer must provide compatible customer premise equipment (CPE), and interfaces to support the local voice line and trunk applications.

## C. Types of Service

Types of service delivery of INCS with the Prime services are as follows:

1. PrimeXpress - delivered as 24 (twenty four) voice grade digital channels.
2. PrimePlex - delivers current functionality, excluding the delivery of Switched Digital Service with 64 KBPS End-To-End through the network.
3. Prime Digital Trunks - delivered as 5-23 voice grade digital channels. If 24 digital channels are required, a DS-1 Digital Facility must be used.
4. PrimePath Lines - delivers switched local exchange service for customers with 5-24 analog DS0 PrimePath Line needs.

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LOCAL EXCHANGE SERVICES

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19. PRIME ON INTEGRATED NETWORK CONNECTION SERVICE (PRIME ON INCS)

19. Prime on Integrated Network Connection Service (Prime on INCS) (Cont'd)

D. Features

All standard requirements, capabilities and feature functionality that are available for use with PrimeXpress, PrimePlex, Prime Digital Trunks and PrimePath Lines are available for use with Prime on INCS at the rates and charges specified in this tariff.

E. Application of Rates

Prime on INCS rates consist of a non-recurring and monthly recurring charge. All voice services delivered over INCS are billed separately.

Prime on INCS is available on a 1, 2 or 3-year term commitment.

F. Rates

See the Price List for Prime on Integrated Network Connection Service (Prime on INCS) rates.

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## 20. ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

## 20. Alternate Enhanced Redirect Solution (AERS)

## 20.1 General

Alternate Enhanced Redirect Solution (AERS) will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North America Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, TCG reserves the right to disconnect any redirect option immediately.

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

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## 20. ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

## 20. Alternate Enhanced Redirect Solution (AERS) (Cont'd)

## 20.1 General (Cont'd)

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. TCG assumes no liability to the customer for the redirecting of calls.

AERS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, TCG reserves the right to disconnect the service immediately and bill all appropriate toll charges.

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

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## 20. ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

## 20. Alternate Enhanced Redirect Solution (AERS) (Cont'd)

## 20.2 Limitations

AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.

Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose Incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. and employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the Price List, shall be applied for each such terminated Customer Group.

## 20.3 Rates

See the Price List for Alternate Enhanced Redirect Solution (AERS) rates.

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LOCAL EXCHANGE SERVICES

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## 21. PRIMELINK SERVICE

21. PrimeLink

## 21.1 Description

PrimeLink is an optional feature package available to business Customers of PrimePath, PrimeXpress, and PrimeNBX network access services. Non-recurring and monthly recurring charges for PrimeLink are applied on a per line or per trunk basis and are in addition to any applicable charges associated with network access services. PrimeLink requires all Customer locations to be connected to the same Company switch. All Customer locations must be affiliated with each other under the same corporate entity and the Customer is responsible for the applicable PrimeLink flat rate feature charges. The Customer must subscribe to PrimeLink on all network access lines used for voice communications at each Customer location.

PrimeLink service is offered subject to the availability of required Company facilities and compatibility with Customer-Provided Equipment (CPE). Use of the PrimeLink features may result in the loss of ANI (Automatic Number Identification) or CPN (Calling Party Number) information associated with the originating caller. PrimeLink provides the following services:

PrimeLink Abbreviated Digit Dialing --This allows abbreviated digit dialing between stations in different Customer locations, where all locations are part of the same wholly owned enterprise and are served by the same Company switch. Number of digits required for PrimeLink Abbreviated Digit Dialing is dependent upon the type of CPE.

PrimeLink Transfer --This allows users to transfer calls between stations in different Customer locations, where all locations are part of the same wholly owned enterprise and are served by the same Company switch. Availability of this feature is dependent upon the type of CPE.

PrimeLink 3-Way Calling --This allows users to initiate three-way calls with one outside party and one party at another Customer location, where both Customer locations are part of the same wholly owned enterprise and are served by the same Company switch. Availability of this feature is dependent upon the type of CPE.

## 21.2 Rates

See the Price List for PrimeLink Service rates

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LOCAL EXCHANGE SERVICES

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22. RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICES

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23. RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICES

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## 24. INTERIM NUMBER PORTABILITY SERVICE

## 24. Interim Number Portability Service

## 24.1 Number Portability

Interim Number Portability Service applies to an interconnection arrangement between the Company and the Connecting Company. This service enables the Connecting Company to provide basic local exchange service within the State of Missouri to a given customer(s) that wish to retain their telephone number(s), assigned by the Company. The Connecting Company may choose from two options:

- A) Direct Inward Dial  
Direct Inward Dial (DID) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to the Company, to be forwarded to a Connecting Company end office over Direct Inward Dial (DID) facilities. The Company will deliver the called number to the Connecting Company via the Connecting Company-provided trunk for call completion.
- B) Remote Call Forwarding  
Remote Call Forwarding (RCF) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to the Company, to be forwarded to a Connecting Company end office, utilizing a call forwarding of the Company's end office switch.

## 24.1.1 Rules and Regulations

- A) Number Portability and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. Number Portability services and facilities are not offered for the Company's Coin Telephone service.
- B) When the exchange service offering(s) associated with Number Portability services are provisioned using remote switch(es), Number Portability service is available from host central offices.

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LOCAL EXCHANGE SERVICES

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## 24. INTERIM NUMBER PORTABILITY SERVICE

## 24. Interim Number Portability Service

## 24.2 Responsibility of the Connecting Company

- A) The Connecting Company shall exchange technical descriptions and forecasts of their traffic requirements in sufficient detail necessary to engineer, install, maintain, and administer the facilities subject to this arrangement.
- B) The Connecting Company is solely responsible to obtain authorization from the end-user for the handling of the disconnection of the end-user's service with the Company, the provision of service by the Connecting Company and the provision of Number Portability services. Should a dispute or discrepancy arise regarding the authority of the Connecting Company to act on behalf of the end-user, the Connecting Company is responsible for providing written evidence of its authority
- C) The Connecting Company is responsible for coordinating the provisioning of the service with the Company to assure that its switch is capable of accepting Number Portability ported traffic.
- D) The Connecting Company is solely responsible to provide equipment and facilities that are compatible with the Company's service parameters, interfaces, equipment and facilities. The Connecting Company is required to provide sufficient terminating facilities and services at the terminating end of a Number Portability call to adequately handle all traffic to that location and is solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment or service of the Company or any of its end-users.
- E) The Connecting Company is responsible for providing an appropriate intercept announcement service for any telephone number subscribed to Number Portability services for which it is not presently providing local exchange service.

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24. INTERIM NUMBER PORTABILITY SERVICE

24. Interim Number Portability Service (Cont'd)

24.2 Responsibility of the Connecting Company (Cont'd)

- F) Where the Connecting Company chooses to disconnect or terminate any Number Portability service, it is responsible for designating the preferred type of announcement to be provided by the Company at appropriate unregulated intercept rates, if applicable.
- G) The Connecting Company is responsible for designating to the Company at the time of its initial service request for Number Portability services one of the following options with respect to Credit Card, Collect, third party, and other operator handled calls from or to Number Portability assigned telephone numbers: (1) the Connecting Company may request that the Company block all such calls; (2) the Connecting Company may accept billing from the Company for such calls; or (3) the Connecting Company may negotiate a separate agreement with the Company establishing the call handling, processing, billing and collection responsibilities of the parties
- H) The Company will make available notes and other information necessary describing the interoffice transmission and signaling procedures standard to the Company's network.

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LOCAL EXCHANGE SERVICES

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24. INTERIM NUMBER PORTABILITY SERVICE

24. Interim Number Portability Service (Cont'd)

24.3 Rates and Charges

Each number ported to the Connecting Company will be charged as follows:

At this time, the Company is not charging for this service.

No other charges will apply, except for collect, third party, or other operator-assisted calls to the remote telephone number, the Connecting Company is responsible for the payment of charges if the party at the number to which calls are forwarded accepts such calls.



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LOCAL EXCHANGE SERVICES

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2. REGULATIONS

2.6 Payment Arrangements

2.6.11 Duplicate Bill Charges

Duplicate Bill Charge, mailed via standard US mail only:

Per bill copy charge: \$5.00

2.12 Assignment and Changes of Phone Numbers

Per Telephone Number Changed	<u>Non-Recurring Charge</u>
- Business	\$25.00

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LOCAL EXCHANGE SERVICES

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## 6. SUPPLEMENTAL SERVICES

## 6.1 Custom Calling Service

## 6.1.3 Rate Application

B) Connection Charges - Per Order: \$10.00

## 6.2 Directory Assistance Service

## 6.2.2 Rates

Rate Element	Monthly Recurring Rate
Directory Assistance	0.63 per number requested

## 6.3 Local Operator Services (Cont'd)

B) Customer Dialed Calling Card	\$1.50
Person to Person	\$3.79
3rd Number Billed	\$1.79
All other Operator Assistance	\$1.50

## 6.4 Directory Listings

	Monthly Charge	Non-Recurring Charge Per Change
Additional Listing	\$1.62	-
Non-Published Listing	\$1.62	\$8.00
Non-Listed Listing	\$1.62	\$8.00

## 6.5 Blocking Service

There is no initial charge for blocking service. Subsequent customer initiated changes to blocking options will be assessed a nonrecurring charge of \$8.00 per service order change.

## 6.6 Busy Verification and Interrupt Service

Verification Charge, each request	\$1.50
Interrupt Charge, each request	\$1.50

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## 6. SUPPLEMENTAL SERVICES

## 6.8 Connection Charges

## 6.8.1 Restoral Charge

Business Rate \$ 40.00

## 6.8.2 Moves, Adds and Changes

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

	Move	Add	Change
Business:	\$40.00	\$40.00	\$40.00

## 6.9 Charges Associated with Premises Visit

Per Premises Visit	First 1/2 hour
Business or Residence	- \$75.00

## 6.10 Added Labor Charge

\$30.00 per 6-minute increment

Minimum Hours

Business Hours:	1 Hour
Non-Business Hours:	4 Hours

## 6.11 Non-Recurring Charges

## 6.11.1 Primary Interexchange Carrier "PIC" Change Charge

	<u>Per PIC Change</u>
PIC Change Charge	\$10.00

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9. LATA CALLING SERVICES

9.1 LATA Calling Services (Cont'd)

9.1.3 PrimePlus IntraLATA Toll Service

B) PrimePlus Rates

[As of July 27, 1999 the following rate is only offered to current PrimePlus customers for the duration of their term commitment.]

\$0.1100 per minute

[As of July 23, 1999 the following rate is offered to new customers.]

Initial 18 Seconds	Additional 6 Seconds
\$0.0294	\$0.0098

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LOCAL EXCHANGE SERVICES

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10. PRIMEPATH SERVICE

10. PrimePath Service

10.2 Service Charges

Service Order Charge: \$40.00 per order

Feature Change without Dispatch

Rate: \$5.00 per request

Multiple Feature Change with Dispatch

Rate: \$75.00 per hour

Line Move or Add with Dispatch

Rate: \$75.00 per hour

Record Order Charge

Rate: \$20.00 per request

25 Pair Termination Blocks

Rate: \$65.00

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.3 Standard Business Line:

## A) Rates:

Non-Recurring Charges\*\*

Installation - per line \$25.00

(As of July 27, 1999, the rates shown below are only  
available to pre-existing PrimePath customers.)Monthly Recurring Charges

Line Charges (Month-to-month) \$34.85 per line

<u>Features</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per feature, per line:		
Call Forwarding Variable *	\$0.00	\$4.20
Three Way Calling	\$0.00	\$2.80
Call Waiting	\$0.00	\$5.60
Speed Calling (8-Code)	\$0.00	\$2.80
Call Forward Busy*	\$0.00	\$2.10
Call Forward Don't Answer*	\$0.00	\$2.10

\* Customers utilizing Call Forward Busy/Don't Answer, Call Forward Variable will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations(not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLata toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.3 Standard Business Line: (Cont'd)

## A) Rates (Cont'd)

Effective December 18, 2003, the following rates are available to existing customers that ordered service between July 27, 1999, and December 18, 2003.

	<u>1 Year Term</u>
Monthly Recurring Charges	
Standard Business Line	
- per line	\$36.65

Effective December 18, 2003, the following rates are available to new customers.

<u>Monthly Recurring Charges:</u>	<u>M-to-M</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Standard Business Line				
- per line	\$53.30	\$43.20	\$42.75	\$42.35

<u>Features</u>	<u>Non Recurring</u>	<u>Monthly Recurring</u>
Per feature, per line:		
Call Forwarding Variable *	\$0.00	\$5.50
Three Way Calling	\$0.00	\$3.50
Call Waiting	\$0.00	\$7.25
Speed Calling (8-Code)	\$0.00	\$3.50
Call Forward Busy*	\$0.00	\$2.75
Call Forward Don't Answer*	\$0.00	\$2.75
CallerID	\$0.00	\$7.75
Distinctive Ringing Service	\$0.00	\$5.50
Remote Access to Call Forwarding	\$0.00	\$2.50
Call Forwarding Remote	\$0.00	\$4.00
Call Transfer	\$0.00	\$3.50
Caller ID with Name	\$0.00	\$9.00

- \* Customers utilizing Call Forward Busy/Don't Answer, Call Forward Variable will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.4 Key Business Lines:

A) Rates:Non-Recurring Charges\*\*

Installation - per line \$25.00

(As of July 27, 1999, the rates shown below are only available to pre-existing PrimePath customers.)

Monthly Recurring Charges

Line Charges (Month-to month) \$34.85 per line

<u>Features</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per feature, per line:		
Call Forwarding Variable *	\$0.00	\$4.20
Three Way Calling	\$0.00	\$2.80
Call Waiting	\$0.00	\$5.60
Speed Calling (8-Code)	\$0.00	\$2.80
Call Forward Busy*	\$0.00	\$2.10
Call Forward Don't Answer*	\$0.00	\$2.10

\* Customers utilizing Call Forward Busy/Don't Answer, Call Forward Variable will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations(not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLata toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.5 Business Trunks

## Rates

Non Recurring Charges:\*\*

Per Trunk \$25.00

As of July 27, 1999, the rates shown below are only available to pre-existing PrimePath customers.

<u>Monthly Recurring Charges</u>	<u>Per Month</u>
Basic Trunk, per trunk	\$38.68
DID Trunk, per trunk	\$78.71

\*DID Numbers:

Initial 20 number block:	\$4.00
Additional 10 number block:	\$20.00

Effective December 18, 2003, the following rates are available to existing customers that ordered service between July 27, 1999, and December 18, 2003.

<u>Monthly Recurring Charges</u>	<u>1 Year Term</u>
Basic Trunk, per trunk	\$45.70
DID Trunk, per trunk	\$88.10

\*DID Numbers:

Initial 20 number block:	\$4.25
Additional 10 number block:	\$2.10

\* DID Number Block Rates are in addition to DID Trunk Rates.

\*\*Initial installation charges will be waived for new customers, or existing customers adding new locations(not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLata toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.5 Business Trunks (Cont'd)

Rates (Cont'd)

Effective December 18, 2003, the following rates are available to new customers.

	<u>Month-to-</u> <u>Month</u>	<u>1 Year</u> <u>Term</u>	<u>2 Year</u> <u>Term</u>	<u>3 Year</u> <u>Term</u>
Basic Trunk, per trunk	\$ 53.30	\$44.40	\$43.45	\$42.50
DID Trunk, per trunk	\$103.30	\$90.40	\$88.45	\$86.50

\*DID Numbers:

First 20 number block: \$ 5.00

Additional 10 number block: \$ 2.50

\* DID Number Block Rates are in addition to DID Trunk Rates.

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LOCAL EXCHANGE SERVICES

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## 10. PRIMEPATH SERVICE

## 10. PrimePath Service (Cont'd)

## 10.6 PrimePath Easy Rate

## A. PrimePath Easy Rate Monthly Recurring Charge

	Monthly Recurring Charge			
	Month- to- Month	1 Year Term	2 Year Term	3 Year Term
Per PrimePath Easy Rate Line	\$56.00	\$55.75	\$55.50	\$55.00

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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service

## 11.2 Rates:

## A) Charges Associated with Flat-Rate Local Calling:

DOD or Combo TrunksNon-Recurring Installation\*\*

- Per DS1 Facility \$1,500.00

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$840.00	\$805.00	\$770.00

Effective December 18, 2003, the following rates are available to new customers.

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$960.00	\$900.00	\$875.00

DID or DID/DOD TrunksNon-Recurring Installation\*\*

- Per DS1 Facility \$2,000.00

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$840.00	\$805.00	\$770.00

Effective December 18, 2003, the following rates are available to new customers.

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$960.00	\$900.00	\$875.00

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service (Cont'd)

## 11.2 Rates: (Cont'd)

## B) Provisioned on AT&amp;T ACCU-Ring:\*

DOD or Combo TrunksNon-Recurring Installation\*\*

- Per DS1 Facility \$1,500.00

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$585.00	\$550.00	\$550.00

Effective December 18, 2003, the following rates are available to new customers.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$810.00	\$750.00	\$725.00

DID or DID/DOD TrunksNon-Recurring Installation\*\*

- Per DS1 Facility \$2,000.00

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$585.00	\$550.00	\$550.00

Effective December 18, 2003, the following rates are available to new customers.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$810.00	\$750.00	\$725.00

\* Also requires an AT&T ACCU-Ring facility and multiplexing.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 11. PRIMEXPRESS NETWORK SERVICE

## 11. PrimeXpress Network Service (Cont'd)

## 11.2 Rates: (Cont'd)

## C) Charges associated with DID Numbers

DID Numbers:	<u>Per Month</u>
Block of 20 numbers:	\$5.00
Block of 10 numbers:	\$2.50

## D) Charges associated with Change Order Charge

Change Order Charge:	\$100.00
----------------------	----------

Customers who terminate a term commitment for a stand-alone PrimeXpress facility and purchase a PrimeXpress facility provisioned on a new or existing AT&T ACCU-Ring facility for a term equal or greater to the time remaining on their current PrimeXpress term commitment will not be liable for early termination charges as shown above.

## E) Incoming Call Redirect Option

Non-Recurring		Monthly Recurring	
Per T1	\$250.00	Per T1	\$80.00
Per Change	\$ 80.00	Local Usage Rate Plan (per minute)	\$ .02

## F) PrimeConnect Calling Option

Non-Recurring Installation:

- per DS1 Facility \$2,000.00

<u>Monthly Recurring:</u>	<u>Month-to-Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
- per DS1 Facility	\$2,000	\$1,035	\$975	\$950

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LOCAL EXCHANGE SERVICES

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## 12. PRIME DIGITAL TRUNK SERVICE

## 12. Prime Digital Trunk

## 12.3 Rates

## A) DOD, Two-Way Trunks

Non-Recurring Installation:\*

- Per DS0 Channel \$0.00

Monthly Recurring:

PAC:

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$45.70	\$45.20	\$44.70

Effective December 18, 2003, the following rates are available to new customers.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$44.40	\$43.45	\$42.50

## B) DID, DID/DOD Trunks

Non-Recurring Installation:\*

- Per DS0 Channel \$19.15

Monthly Recurring:

PAC:

Effective December 18, 2003, the following rates are available to pre-existing customers, for the duration of their term commitment.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$88.10	\$87.10	\$86.15

Effective December 18, 2003, the following rates are available to new customers.

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$90.40	\$88.45	\$86.50

- \* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 12. PRIME DIGITAL TRUNK SERVICE

## 12. Prime Digital Trunk (Cont'd)

## 12.3 Rates (Cont'd)

## C) DID Numbers

Block of 20 numbers:	\$5.00 per block per month
Add'l block of 10 numbers:	\$2.50 per block per month

## D) Incoming Call Redirect Option

<u>Non-Recurring</u>		<u>Monthly Recurring</u>	
Per T1	\$250.00	Per T1	\$80.00
Per Change	\$ 80.00	Local Usage Rate Plan (per minute)	\$ .02



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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service

## 13.3 Integrated Prime Service and Charges

## 1. Integrated PrimePath

- 1) Standard Line: Standard Lines are analog lines with the ability to originate and terminate voice telephone calls.

Non-Recurring Installation\*

- Per Line \$25.00

<u>Monthly Recurring Charges:</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per line	\$32.05	\$31.25	\$30.45

- 2) Key Lines: Key Lines are analog lines designed to be used with Customer provided key system equipment. Calling features are not available with Key Lines.

Non-Recurring Installation\*

- Per Line \$25.00

<u>Monthly Recurring Charges:</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per line	\$32.05	\$31.25	\$30.45

- \* Installation charges will be waived for customers adding new locations (not applicable for moves) where service is available, when Customer signs a new contract with a minimum one year commitment, and selects AT&T or TCG as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.3 Integrated Prime Service and Charges (Cont'd)

## A) Integrated PrimePath (Cont'd)

- 3) Business Trunks: Business Trunks are designed to handle high traffic volumes associated with connection to Customer-provided Private Branch Exchange (PBX) equipment.

Non-Recurring Installation\*

- Per Trunk \$25.00

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
DOD or Two-Way, per Trunk	\$39.40	\$38.45	\$37.50
DID or DID/DOD, per Trunk	\$85.40	\$83.45	\$81.50

Note: DID number block charges also apply. See PrimePath section.

4) Non-Recurring ChargesService Order Charge

- Per Order \$40.00

- \* Installation charges will be waived for customers adding new locations (not applicable for moves) where service is available, when Customer signs a new contract with a minimum one year commitment, and selects AT&T or TCG as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.3 Integrated Prime Service and Charges (Cont'd)

## B) Integrated PrimePath NBX Analog Lines

1) Line Charges (Flat Rate)

<u>Monthly Recurring Charge</u>	<u>M-to-M</u>	<u>1 Year Term</u>
- Per Line	\$22.00	\$18.50

2) Line Charges (Measured Rate)

<u>Monthly Recurring Charge</u>	<u>M-to-M</u>	<u>1 Year Term</u>
- Per Line	\$22.00	\$17.25

## 3) Non-Recurring Charges

1, 2 & 3 Year Plans, Installation, per Line	\$ 25.00
Month-to-Month, Installation, per line	\$200.00
Service Order Charge, per Order	\$ 40.00

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LOCAL EXCHANGE SERVICES

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## 13. INTEGRATED PRIME SERVICE

## 13. Integrated Prime Service (Cont'd)

## 13.3 Integrated Prime Service and Charges (Cont'd)

C) Integrated Prime Digital Trunk1) DOD, Two-Way TrunksNon-Recurring Installation\*

- Per DS0 Channel \$19.50

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$39.40	\$38.45	\$37.50

2) DID, DID/DOD TrunksNon-Recurring Installation\*

- Per DS0 Channel \$19.15

Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$85.40	\$83.45	\$81.50

Note: DID number block charges also apply. See PrimePath section.

3) Non-Recurring ChargesService Order Charge

- Per Order \$40.00

- \* Installation charges will be waived for customers adding new locations (not applicable for moves) where service is available, when Customer signs a new contract with a minimum one year commitment, and selects AT&T or TCG, or a subsidiary or affiliate of TCG, as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 16. PRIMENBX SERVICE

## 16. PrimeNBX Service

## 16.2 Rates

## A) Charges Associated with Local Calling

## 1) Standard Analog Service (Per Line)

## a) Non-Recurring Charges

1, 2, 3, 4 & 5 Year Term Plans	\$ 25.00
Month-to-Month, Installation, per line	\$200.00

## b) Monthly Recurring Line Rate

<u>Lines</u>	<u>M-to-M</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3Year</u>	<u>4 Year</u>	<u>5 Year</u>
(Flat Rate)						
49-499	\$24.75	\$19.50	\$18.50	\$17.00	\$16.00	\$15.00
500+	ICB	ICB	ICB	ICB	ICB	ICB
(Measured Rate)						
49-499	\$22.75	\$17.50	\$16.50	\$15.50	\$14.00	\$13.00
500+	ICB	ICB	ICB	ICB	ICB	ICB

## 2) Standard Digital Service (Per Line)

## a) Non-Recurring Charges

1, 2, 3, 4 & 5 Year Term Plans	\$ 25.00
Month-to-Month, Installation, per line	\$250.00

## b) Monthly Recurring Line Rate

<u>Lines</u>	<u>M-to-M</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3Year</u>	<u>4 Year</u>	<u>5 Year</u>
(Flat Rate)						
24-48	\$38.75	\$24.75	\$24.00	\$22.75	\$21.50	\$19.25
49-499	\$38.75	\$23.75	\$23.00	\$21.75	\$19.50	\$18.25
500+	ICB	ICB	ICB	ICB	ICB	ICB
(Measured Rate)						
24-48	\$36.75	\$23.00	\$22.00	\$21.75	\$19.50	\$17.25
49-499	\$36.75	\$21.75	\$21.00	\$20.75	\$17.50	\$16.25
500+	ICB	ICB	ICB	ICB	ICB	ICB

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LOCAL EXCHANGE SERVICES

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## 17. PRIMEPATH NBX SERVICE

## 17. PrimePath NBX

## B) Features

## 3) Other Features

-Caller ID With Name	
Rates and Charges:	<u>Monthly Recurring</u>
Per Line	\$9.00
Non-Recurring	\$0.00

## C) Rates

## 1) Non-Recurring Charges

1 & 2 Year Plans, Installation, per Line	\$ 25.00
Month-to-Month, Installation, per line	\$300.00
Service Order Charge, per Order	\$ 40.00

## 2) Monthly Recurring Charges

	<u>M-to-M</u>	<u>1 Year</u>	<u>2 Years</u>
Analog Flat Rate (1-48)	\$27.00	\$23.50	\$23.00
Analog Measured Rate (10-48)	\$27.00	\$22.25	\$21.00

## D) Individual Case Basis (ICB) Arrangements

No Individual Case Basis (ICB) Arrangements exist at this time.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service

## N) Rates

[As of July 27, 1999, the following plans are available only to pre-existing PrimePlex PRI Customers for the duration of their term commitment.]

	Non- <u>Recurring</u>	Month -to-	-2- <u>Years</u>	-3- <u>Years</u>
<u>PRI Arrangement (w/CPN only)-Stand Alone**</u>		<u>Month</u>		
-Initial 23B+D	\$2,100.00	\$1,340.00	\$1,275.00	\$1,200.00
-Each additional 23B+D				
And 24B w/o backup D	\$1,700.00	\$1,340.00	\$1,275.00	\$1,200.00
-23B+backup D	\$2,100.00	\$1,377.00	\$1,308.00	\$1,240.00
<u>PRI Arrangement (w/CBC only-Stand Alone**</u>				
-Initial 23B+D	\$2,000.00	\$1,588.50	\$1,500.00	\$1,425.00
-each Additional 23B+D				
And 24b w/o backup D	\$1,600.00	\$1,588.50	\$1,500.00	\$1,425.00
-23 B+ Backup D	\$2,000.00	\$1,624.50	\$1,545.00	\$1,470.00
<u>PRI Arrangement (w/CPN/CBC)-Stand Alone**</u>				
-Initial 23B+D	\$2,100.00	\$1,678.50	\$1,595.00	\$1,515.00
-each Additional 23B+D				
And 24b w/o backup D	\$1,700.00	\$1,678.50	\$1,595.00	\$1,515.00
-23 B+ Backup D	\$2,100.00	\$1,714.50	\$1,630.00	\$1,550.00

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## N) Rates (Cont'd)

Effective December 18, 2003, the following monthly recurring rates are available to existing customers that ordered service between July 27, 1999, and December 18, 2003, for the duration of their term commitment.

<u>PRI Arrangements</u>	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,000	\$1,630	\$1,510	\$1,445
-Each additional 23B+D And 24B w/o backup D	\$2,000	\$1,630	\$1,510	\$1,445
-23B+backup D	\$2,000	\$1,665	\$1,545	\$1,480

Data Only PRI Arrangement\*

	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,100.00	\$480.00	\$470.00	\$430.00
-Each additional 23B+D And 24B w/o backup D	\$2,000.00	\$480.00	\$470.00	\$430.00

\* A Usage Plan is associated with the Data Only PRI Arrangement. Rates are as specified on Sheet 84.3; discounts under Section 4.3.3(C) apply.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## N) Rates (Cont'd)

Effective December 18, 2003, the following monthly recurring rates are available to new customers.

<u>PRI Arrangements</u>	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,000	\$770	\$720	\$710
-Each additional 23B+D And 24B w/o backup D	\$2,000	\$770	\$720	\$710
-23B+backup D	\$2,000	\$770	\$720	\$710

Data Only PRI Arrangement\*

	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,000	\$635	\$635	\$595
-Each additional 23B+D And 24B w/o backup D	\$2,000	\$635	\$635	\$595
-23B+backup D	\$2,000	\$635	\$635	\$595

\* A Usage Plan is associated with the Data Only PRI Arrangement. Rates are as specified on Sheet 84.3; discounts under Section 4.3.3(C) apply.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## N) Rates (Cont'd)

Effective December 18, 2003, the following monthly recurring rates are available to pre-existing customers, for the duration of their term commitment.

PRI Arrangements - Provisioned on AT&T ACCU-Ring#

<u>Voice and Data</u>	<u>Non-</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
	<u>Recurring**</u>			
-Initial 23B+D	\$2,100.00	\$1,375.00	\$1,255.00	\$1,225.00
- 24B	\$2,100.00	\$1,375.00	\$1,255.00	\$1,225.00
-23B+Backup D	\$2,100.00	\$1,410.00	\$1,290.00	\$1,260.00
 <u>Data Only (Usage)*</u>	 <u>Non-</u>	 <u>1 Year</u>	 <u>2 Years</u>	 <u>3 Years</u>
	 <u>Recurring**</u>			
-Initial 23B+D	\$2,100.00	\$225.00	\$215.00	\$210.00
And 24B	\$1,700.00	\$225.00	\$215.00	\$210.00

\* A Usage Plan is associated with the Data Only PRI Arrangement. Rates are as specified on Sheet 84.3; discounts under Section 4.3.3(C) apply.

# Also requires an AT&T ACCU-Ring facility and multiplexing.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations' (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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Service Commission  
JC-2012-0131

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208 S AKARD ST., DALLAS, TX, 75202

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## N) Rates (Cont'd)

Effective December 18, 2003, the following monthly recurring rates are available to new customers.

PRI Arrangements - Provisioned on AT&T ACCU-Ring#

<u>Voice and Data</u>	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,000	\$620	\$570	\$560
- 24B	\$2,000	\$620	\$570	\$560
-23B+Backup D	\$2,000	\$620	\$570	\$560
<u>Data Only (Usage)*</u>	<u>Non- Recurring**</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
-Initial 23B+D	\$2,000	\$485	\$485	\$445
- 24B	\$2,000	\$485	\$485	\$445
-23B+Backup D	\$2,000	\$485	\$485	\$445

\* A Usage Plan is associated with the Data Only PRI Arrangement. Rates are as specified on Sheet 84.3; discounts under Section 4.3.3(C) apply.

# Also requires an AT&T ACCU-Ring facility and multiplexing.

\*\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 18. PRIMEPLEX PRI SERVICE

## 18. TCG PrimePlex PRI Service (Cont'd)

## N) Rates (Cont'd)

	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
Dynamic Channel Allocation	\$375	\$375	\$375

Change Charge:

-Per Order \$100.00

Data Only (Usage)

<u>Data Only</u>	<u>ISDN</u>	<u>Per Minute</u>	<u>Usage:</u>
			Per Minute Per Minute
			Local IntraLATA
64 kbps			\$0.0450 \$0.065

The following feature is for Standalone and ACCU-Ring Voice and Data and does not include Data Only services.

	<u>Non-Recurring</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
OCN	\$250	\$150	\$150	\$150

The following feature is for Standalone Voice and Data and does not include Data Only services.

## Caller ID With Name

	<u>Monthly Recurring</u>	<u>Non-Recurring</u> (Per T1)
DID (Per Channel)	\$18.00	\$250.00
DID/DOD (per channel)	\$ 9.00	\$250.00

Incoming Call Redirect Option

<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Per T1 \$250.00	Per T1 \$80.00
Per Change \$ 80.00	Local Usage Rate Plan (per minute) \$ .02

PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRINon-Recurring Installation:

- per DS1 Facility \$2,000.00

<u>Monthly Recurring:</u>	<u>Month-to-Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
- per DS1 Facility	\$2,000	\$845	\$795	\$785

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## LOCAL EXCHANGE SERVICES

## 19. PRIME ON INTEGRATED NETWORK CONNECTION SERVICE (PRIME ON INCS)

## 19. Prime on Integrated Network Connection Service (Prime on INCS)

## F. Rates

## 1. PrimeXpress

**DOD or Combo Trunks**Non-Recurring Installation\* \$1,500.00Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$810.00	\$750.00	\$725.00

**DID / DOD Trunks**Non-Recurring Installation\* \$2,000.00Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS1 Facility	\$810.00	\$750.00	\$725.00

## 2. PrimePlex

Non-Recurring Installation\* \$2,000.00Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Voice			
- 23B+D	\$620.00	\$570.00	\$560.00
- 24B	\$620.00	\$570.00	\$560.00
- 23B+backup D	\$620.00	\$570.00	\$560.00

- \* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 19. PRIME ON INTEGRATED NETWORK CONNECTION SERVICE (PRIME ON INCS)

19. Prime on Integrated Network Connection Service (Prime on INCS)  
(Cont'd)

## F. Rates (Cont'd)

## 3. Prime Digital Trunks

**DOD, Two Way Trunks**Non-Recurring Installation\* \$0.00Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$39.40	\$38.45	\$37.50

**DID, DID/DOD Trunks**Non-Recurring Installation\* \$19.15Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Per DS0 Channel	\$85.40	\$83.45	\$81.50

## 4. PrimePath

Non-Recurring Installation\* \$0.00Monthly Recurring Charges:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
- Business Lines	\$32.05	\$31.25	\$30.45

## 5. Change Order charge

Change Order Charge \$100.00

## 6. DID Number Blocks

Block of 20 numbers: per block \$5.00

Add'l block of 10 numbers: per block \$2.50

- \* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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LOCAL EXCHANGE SERVICES

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## 20. ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

## 20. Alternate Enhanced Redirect Solution (AERS)

## 20.3 Rates

	<u>Monthly Recurring Charge</u>	<u>Non- Recurring Charge</u>
Customer Group Option		\$ 175.00
- per 10 Telephone Numbers	\$58.50	
- per Telephone Numbers over 10	\$ 5.85	
Customer Group, per Telephone Number		\$ 2.50
Control Numbers, per control number (minimum of 2)	\$12.50	\$ 25.00
Redirect Option, Customer Groups 3-9 - per option in Customer Group	\$80.00	
Redirect Change Charge		\$ 50.00
Change Charge Other		\$ 50.00
Change Pin Code Charge		\$ 50.00
Customer Group Change Charge		\$ 90.00
- per Telephone Number		\$ 0.00
Disconnect Charge		\$1,000.00

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LOCAL EXCHANGE SERVICES

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## 21. PRIMELINK SERVICE

21. PrimeLink

## 21.2 Rates

	Non-Recurring <u>Charges</u>	Monthly Recurring <u>Charges</u>
PrimeXpress (per T-1)	\$250.00	\$125.00
PrimeNBX (per Line)	\$5.00	\$2.50
PrimePath (per Business Line)	\$5.00	\$2.50
PrimePath (per Business Trunk)	\$5.00	\$5.00

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