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MISSOURI
Public Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF
Schedule of Rates, Rules and Regulations
Governing Telecommunications Services

Offered By:

BPS TELEPHONE COMPANY

Applying to All Exchanges

Issued: February 7, 1996

Effective: April 1, 1996

W. F. Provance
President
Malden, Missouri

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BPS TELEPHONE COMPANY

PSC Mo. No. 1
Section 1
1st Revised Title Sheet 1.1
Replaces Original Title Sheet 1.1

GENERAL AND LOCAL EXCHANGE TARIFF

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

A. Statutes

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

B. Rules

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

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EXPLANATION OF SYMBOLS

The following Symbols are applicable to all sections of this Tariff:

- (C) Signifies changed regulation.
- (D) Signifies a discounted rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment, or regulation.

BPS Telephone Company
of Malden, Missouri

P.S.C. MO. NO. 1
Section 1
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A. Application

MISSOURI
Public Service Commission

1. General

- a. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Missouri by BPS Telephone Company, hereinafter referred to as the Company, subject to the jurisdiction of the Missouri Public Service Commission (MPSC).
- b. The regulations or conditions contained in the General and Local Exchange Tariff shall govern in the event of a conflict between these General Regulations and any conditions applicable to the General and Local Exchange Tariff.
- c. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.
- d. This tariff cancels and supersedes the following tariffs:

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A. Application

MISSOURI
Public Service Commission

1. General

e. Exchange Listing

The following exchanges comprise BPS TELEPHONE COMPANY
PSC MO. NO. 1:

Bernie
Parma
Steele

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B. Obligation and Liability of the Company

MISSOURI
Public Service Commission

1. Availability of Facilities and Equipment

- a. The Company's obligation to furnish local exchange and access service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.
- b. The installation and restoration of services shall be subject to the regulations set forth in this Tariff and the Company's Facilities for Intrastate Access Tariff, concerning the Telecommunications Service Priority (TSP) System.

2. Interruptions of Service

- a. In the event of an interruption to the service not due to the negligence or willful act of the customer or customer premises equipment, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Company.
- b. The allowance will be limited to the prorated portion of the monthly rate or guarantee for the service or portion thereof made inoperative. No other liability shall in any case attach to the Company in consideration of such interruptions.

3. Liability

- a. In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows:
 - 1) If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer or due to customer premises equipment, an allowance at the minimum rate for the telephone facilities and class of service at the time of the installation or interruption shall be made for the time such outage continues after notice and demand to the Company unless such outage is due to the inside wiring or customer provided equipment. No other liability shall in any case attach to the Company.

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B. Obligation and Liability of the Company (Cont'd)

3. Liability (Cont'd)

- b. In the case of interruption to any interexchange service (Private Lines, WATS, etc.), allowance for message toll service used by the customer during the period of interruption, will be made at the regular message toll rates.
- c. The Telephone Company will make reasonable efforts to cure any material failure to provide service caused solely by year 2000 defects in Telephone Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Telephone Company processes, equipment and systems, the Telephone Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by: (1) the Customer; (2) other telecommunications providers as defined by Missouri statute; or (3) customer premises equipment. In addition, the Telephone Company does not ensure compatibility between Telephone Company and non-Telephone Company services used by the customer.

(N)

(N)

4. Directory Errors and Omissions

- a. The Company's liability for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.
- b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

(M)

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B. Obligation and Liability of the Company (Cont'd)

5. Transmitting Messages

- a. The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

6. Use of Connecting Company Lines

- a. When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the Connecting Company.

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B. Obligation and Liability of the Company (Cont'd)

7. Defacement of Premises

- a. The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

C. Use of Service and Facilities

1. Ownership and Use of Regulated Services

- a. Facilities furnished by the Company to provide transmission service on the premises of a customer are the property of the Company. The agents and employees of the Company shall have the right to enter said premises at any reasonable hours for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company. (C)
- b. If the installation and maintenance of service is requested at locations which are or may become hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service, and, if such service is furnished may require the customer to install and maintain such services and may also require the customer to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

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C. Use of Service and Facilities (Cont'd)

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2. Use of Customer Service

- a. Customer telephone service, as distinguished from payphone service, is furnished only for the use by the customer, the customer's family, employees or business associates of persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer transmission service or to permit such service to remain on premises of public or semi-public character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, transmission service may be installed, provided the instrument is so located that it is not accessible for public use. (C)

3. Use of Party Line Service

- a. Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service, or to discontinue the service of the customer in question. The Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

4. Tampering with Equipment

- a. The Company may refuse to furnish or may deny transmission service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

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C. Use of Service and Facilities (Cont'd)

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5. Use of Profane Language or Impersonation of Another

- a. The Company may refuse to furnish or may deny transmission service to any persons, firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

6. Governmental Objections to Service

- a. The Company may refuse to furnish or may discontinue transmission service to any person, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

7. Unlawful Use of Transmission Service

- a. The Company may disconnect, without advance notice:
 - 1) Any transmission service used in such a manner as to interfere unreasonably with other services, constitute abuse, fraud or tend to injuriously affect the efficiency of the Company's plant, property or service.
 - 2) Any transmission service which is used with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user.

8. Connection of Automatic Dialing-Announcing Devices

- a. The Company will not knowingly permit connection to or operation over the telephone network of an automated dialing-announcing device used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party.

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C. Use of Service and Facilities (Cont'd)

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8. Connection of Automatic Dialing-Announcing Devices (Cont'd)

- b. Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

D. Establishment and Furnishing of Service

1. Application for Service

- a. Applications for initial or additional services made verbally or in writing become a contract upon the establishment of the service or facility.
- b. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of contracts to the extent of such changes.

2. Telephone Numbers

- a. 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 the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

3. Alterations

- a. The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on his premises.

4. Payment for Service

- a. The customer is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these Rules and Regulations.

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D. Establishment and Furnishing of Service (Cont'd)

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4. Payment for Service (Cont'd)

- b. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

5. Maintenance and Repairs

- a. With the exception of customer premises equipment and inside wiring, all ordinary expense of maintenance and repair, unless otherwise specified in the Company's Tariff, is borne by the Company. In case of loss of, damage to, or destruction of, any of the Company's facilities, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to its original condition, except where such damage is not occasioned by the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect or remove any facilities installed by the Company, except upon the written consent of the Company.

6. Unusual Installation Costs

- a. Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

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D. Establishment and Furnishing of Service (Cont'd)

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7. Furnishing Party Line Services

- a. Two- and four-party service within the established local base rate area, when offered, is furnished at any location where there is a vacancy on an existing line or, when there is no vacancy, a new line will be opened up when there is, in the opinion of the Company an opportunity to connect additional customers in nearby locations to that line within a reasonable time. In some exchanges this service is restricted to existing customers and will not be offered to other customers.
- b. Four-party service beyond the established local base rate area, when offered, will be furnished only when, in the opinion of the Company, there is sufficient demand for such service to assure a reasonable fill of the lines and where such demand is concentrated within a reasonable area.
- c. Two-party service beyond the established local base rate area is also furnished at certain exchanges and in those exchanges the same rules and regulations apply as set out for four-party service above.

8. Furnishing of Announcement, Answering and Recording Services

- a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
 - 1) For purposes of identification, customers to transmission service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - 2) Customers transmitting factual public announcements, such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.

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D. Establishment and Furnishing of Service (Cont'd)

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8. Furnishing of Announcement, Answering and Recording Services (Cont'd)

a. (Cont'd)

- 3) Nonpublished telephone service will not be furnished for use with recorded public announcements.
- 4) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

9. Inside Station Wiring - New or Existing

- a. The Company is no longer required to provide, lease, install, maintain or repair new inside station wiring or maintain or repair existing inside station wiring.
- b. The Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at the demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.
- c. The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of new inside station wiring and the maintenance of existing inside station wiring by telephone contact, personal contact or printed material, upon request.

10. Riser Cable Inside Building

- a. Cable entering a building but serving more than one individual customer within that building shall not constitute existing inside station wiring. This cable shall constitute distribution cable.
- b. Where the Company has existing cable between two or more buildings on the same premises, the cable shall constitute outside plant. An individual customer may, however, without limitation, provide cable between two or more buildings on the same premises.

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E. Telephone Directories

1. Distribution

- a. The Company will furnish to its customers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

2. Ownership and Use

- a. Directories regularly furnished to customers are the property of the Company, are loaned to customers only as an aid to the use of the telephone service. Customers must not deface or mutilate directories. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the customer.

F. Priority of Service

1. In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of network transmission service takes precedence in the furnishing of any service or facility.

G. Foreign Central Office Service

1. Foreign central office service is exchange service furnished to a customer in a multioffice exchange, from a central office other than the one which serves the area in which he is located.

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G. Foreign Central Office Service (Cont'd)

2. Such service is not in accordance with the general plan of furnishing transmission service, and will be furnished only if facilities are available and when such service is warranted by the extenuating circumstances involved. The Company does not obligate itself to furnish this service, particularly when it involves undue expense or impairment of the service furnished the general public.
3. Mileage rates as quoted in this Tariff will be applied if Foreign Central Office Service is provided.

H. Customer Premises Equipment (CPE)

1. Customer premises equipment is all terminal equipment normally used on the customer's premises and owned by the customer; or owned by the Company or some other supplier and leased to the customer; including the terminal equipment located or held in inventory on the customer's premises. Coin and coinless-operated public, semi-public, or pay telephone equipment is excluded.
 - a. CPE is no longer offered as a regulated part of this Company's tariffs; however, this does not give the customer the right to repair or maintain CPE owned by the Company without the Company's consent.
2. The Company shall allow customers to secure the provision, repair, and maintenance of CPE from any supplier provided that such equipment shall be in compliance with applicable registration standards promulgated by the Federal Communications Commission.
 - a. The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of CPE by telephone contact, personal contact, or printed material, upon request.
3. Service requirements for connection of CPE to multi-party central office access lines:
 - a. Customers on multi-party central office access lines are required to contact the Company before connecting terminal equipment to their line to ascertain the correct ringer frequency and any other information necessary to insure that service to the other customer(s) on the line will not be interrupted.

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I. Fees or Taxes to be Billed to Customers

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1. When any municipality, other political subdivision or local agency of government, imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts, or revenues from sale of telephone service by the Company, the charges for local service to customers within such municipality, other political subdivision or local agency of government, shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

J. Application of Business and Residence Rates

1. Business rates apply at the following locations:

- a. In offices, stores, factories, and all other places of a strictly business nature.
- b. In boarding houses, except as noted in this Section, offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
- c. At residence locations when the customer has no regular business central office access line and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence central office access line service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

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J. Application of Business and Residence Rates (Cont'd)

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1. (Cont'd)

- d. Where the place of business and the residence of a customer are on the same premises and no transmission service is installed in the place of business, the business rate shall be charged for the central office access line installed in the residence.
- e. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.
- f. In college fraternity and sorority houses.
- g. At any location where the listing of service at that location indicates a business, trade or profession, except as specified in this Section.

2. Residence rates apply at the following locations:

- a. In private residences where business listings are not provided.
- b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence.

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K. Establishment and Maintenance of Credit

1. Establishment of Credit

- a. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if: (C)
- (1) The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
 - (2) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.
- b. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.
- c. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.
- d. Terms of Deposits
- (1) Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
 - (2) The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal*. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the *Wall Street Journal* on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

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K. Establishment and Maintenance of Credit (Cont'd)

1. Establishment of Credit (Cont'd)

d. Terms of Deposits (Cont'd)

(C)

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

2. Discontinuance of Service

a. Service may be discontinued for any of the following reasons:

- (1) Non-payment of an undisputed delinquent charge for basic local telecommunications service
- (2) Failure to post a required deposit or guarantee
- (3) Unauthorized use of the Company's service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to its facilities

(C)

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K. Establishment and Maintenance of Credit (Cont'd)

2. Discontinuance of Service (Cont'd)

(C)

a. (Cont'd)

- (4) Failure to comply with the terms of a settlement agreement
- (5) Refusal after reasonable notice to permit inspection, maintenance or replacement of Company's equipment
- (6) Material misrepresentation of identity in obtaining Company's service
- (7) As provided by state or federal law

- b. A written notice shall be sent by first class mail ten (10) days prior to the date of the proposed discontinuance of service.
- c. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service will not be discontinued on a day when the offices of the Company are not open to facilitate reconnection of basic local telecommunications service or on a day immediately preceding such day.
- d. The Company will make reasonable efforts to contact the customer via telephone at least twenty-four (24) hours preceding a discontinuance of basic local telecommunications service. The Company will advise the customer of the proposed discontinuance and what action must be taken to avoid it.
- e. Discontinuance of service will be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with verifiable written evidence of such necessity.

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K. Establishment and Maintenance of Credit (Cont'd)

2. Discontinuance of Service (Cont'd)

(C)

- f. Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications service. Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.
- g. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

3. Disputes by Residential Customers

- a. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
- b. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- c. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
- d. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.

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K. Establishment and Maintenance of Credit (Cont'd)

3. Disputes by Residential Customer (Cont'd)

- e. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
- f. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.
- g. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
- h. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
- i. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

L. Initial Contract Periods

- 1. Unless otherwise specified herein or elsewhere in the Company's Tariffs, the initial (or minimum) contract period is one month from the date service is established and the minimum charge is the established rate for one month.
- 2. The length of contract period for directory listings where the listings have been published is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

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Public Service Commission**

L. Initial Contract Periods (Cont'd)

3. The Company may require a contract period longer than one month at the same location in connection with special (nonstandard) types or arrangements of facilities, or for unusual construction, necessary to meet special demands, and involving extra costs.

M. Termination of Service

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
 - a. If the initial contract period is one month, charges are due for the balance of the month in which the service is terminated.
 - b. If a directory listing has been published, charges are due to the end of the directory period with the following exceptions:
 - 1) The contract for the main service is terminated.
 - 2) The listed party moves to a new location.
 - 3) The listed party dies.

For these exceptions, charges apply to the date of termination.

 - c. For special facilities, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
2. Contracts for periods of longer than one month, covering service whose installation required line extension, may be terminated upon payment of all charges that would accrue to the end of the contract period or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following the termination by the original customer. The new customer will be bound under the terms of the contract for the unexpired portion of the contract.

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M. Termination of Service (Cont'd)

3. Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

N. Payment for Services and Facilities

1. The customer shall pay for services and facilities including any FCC-approved end user charge monthly in advance, and shall pay for state or interstate long distance service charges billed by BPS Telephone Company, and service charges when billed.
2. All bills for local, toll, or miscellaneous services are due when rendered and are payable at the office of the Company, or an authorized collection agency. After rendition of a bill, residence customers shall have twenty-one (21) days and business customers shall have fifteen (15) days to pay the charges stated, after which they will be delinquent.

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N. Payment for Services and Facilities (Cont'd)

3. Late Payment Charge (T)
 - a. A Late Payment Charge of \$1.20 per month will be charged to customer accounts with an unpaid balance 21 or more days past due. (C)
4. When the service of a customer has been denied in accordance with the preceding paragraph, but the service has not been terminated or the order to remove the service has not been completed, if such service is restored, a restoral of service charges as quoted in this Tariff will be made. In addition to the restoral of service charge, the customer will be required to pay, or make satisfactory arrangements to pay, all service charges up to the time of restoral of service. (T)
5. Subsequent to the completion of an order to terminate the service, service may be reestablished only on the basis of a new service application. (T)
6. In the event that a check or draft tendered by a customer is returned, a fee of \$20.00 will apply. The fee will be assessed when a check or instrument issued by a customer is returned without payment for any reason whatsoever, unless the return is bank error, in which case documentary evidence is required to waive the fee. (T)

O. Construction, Installation and Maintenance Charges

1. General
 - a. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service charges and monthly rates, when, because of the sporadic or occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Company; for example:
 - (1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area, or if the facilities are provided on a temporary basis.
 - (2) Conditions require the provision of special facilities or unusual methods of plant construction, installation, or maintenance.
 - (3) The customer's location requires the use of costly private Missouri Public Service Commission

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O. Construction, Installation and Maintenance Charges (Continued)

1. General (Cont'd)

- b. Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- c. Construction charges will include materials, contract services, and loaded labor. The customer is required to bear unusual maintenance costs for special construction.
 - 1) Overhead loading of labor is calculated with a composite allocation factor that is based on plant, construction, and engineering personnel salaries and expenses; supervision, pension expense, insurance, unemployment and social security taxes. This factor is developed annually by determining the relationship of the above expenses to the total payroll base. It is applied to expenses for construction, removals, plant and central office maintenance.
- d. The company will provide an estimate of actual charges to the customer prior to the start of construction.
- e. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Company for such attachments are borne by the customer.
- f. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Company.
- g. Construction charges will not apply to the customer's station installation which includes the aerial drop which extends from the last pole to the demarcation point.

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- O. Construction, Installation and Maintenance Charges (Cont'd)
2. Installation of Facilities Within Subdivisions Shall Be Installed Underground
- a. The following definitions are used with regard to facilities constructed and owned by the Company in subdivisions:
- 1) Applicant - The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.
 - 2) Building - A single structure roofed and enclosed with exterior walls, built for permanent use, erected, frames of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile homes).
 - 3) Subdivision - A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.
- b. The Company upon receipt of the applicant's proper application will install underground facilities with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground facilities will be at no charge except where a charge is permitted in this Section of the Tariff.
- c. Rights-of-Way and Easements
- 1) Within the applicant's subdivision, the Company will construct, own, operate, and maintain underground facilities only along public streets, roads, and highways which the Company has the legal right to occupy, and on public land and private property across which rights-of-way and easements satisfactory to the Company may be obtained without cost or need for condemnation by the Company.

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0. Construction, Installation and Maintenance Charges (Cont'd)
2. Installation of Facilities Within Subdivisions Shall be Installed Underground (Cont'd)
- c. Rights-of-Way and Easements (Cont'd)
- 2) Rights-of-way and easements, within the subdivision, satisfactory to the Company, must be provided by the applicant in reasonable time to meet construction and service requirements before the Company shall be required to commence its installation. Such rights-of-way and easements must, by the applicant, at no charge to the Company, be cleared of trees, tree stumps, and other obstructions and be graded to within six inches of final grade. Such clearance and grading must be maintained by the applicant during construction by the Company.
- d. Advances by the Applicant
- 1) Where, due to the manner in which a subdivision is developed, the Company is required to construct an underground distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Company may require a reasonable advancement for the construction from the applicant before construction is commenced, to guarantee performance.
- 2) Where the subdivision is developed in a uniform manner so that the Company may restrict the construction of its underground telephone distribution system to a section or sections in which buildings or multiple-occupancy buildings are being constructed, the Company may not require an advance.
- 3) If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.
- 4) Any portion of an advance remaining unrefunded ten years from the date the Company is first ready to render service with the extension will be retained by the Company and credited to the appropriate construction account.

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O. Construction, Installation and Maintenance Charges (Cont'd)

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2. Installation of Facilities Within Subdivisions Shall Be Installed Underground (Cont'd)

e. Temporary Facilities

- 1) Temporary facilities may be installed to provide service, when necessary, for a maximum period of one year.
- 2) When it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Company may require the applicant to pay the estimated nonrecoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Company.

f. Special Conditions

- 1) In circumstances, where the application of these rules appears impracticable or unjust to the applicant or the Company, or discriminatory to other customers, e.g., difficult rock conditions, the Company or applicant shall refer the matter to the Missouri Public Service Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.

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O. Construction, Installation and Maintenance Charges (Cont'd) **MISSOURI
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3. Special Type of Construction

a. When underground service connections are desired by customers as initial installation in places where aerial drop wires would ordinarily be used to reach the customers' premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

- 1) Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition, the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company.
- 2) The duct or ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use.
- 3) Where conductors are laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the conductors, including the cost of installing, less the estimated cost to the Company of installing such aerial facilities as would be (or is) required to furnish the same service.

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RULES AND REGULATIONS

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O. Construction, Installation and Maintenance Charges (Cont'd)

MISSOURI
Public Service Commission

3. Special Type of Construction (Cont'd)

a. (Cont'd)

- 4) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit not so inspected and approved, or repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- 5) Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

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DEFINITIONS

Access Line - The termination of a central office line on a customer's premises, usually at a protector. MISSOURI
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Acoustical Connection - A connecting arrangement without electrical connections that permits transmission of sound between a telephone instrument and customer-provided equipment.

Additional Listing - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which he is entitled in connection with his regular service.

Application - A request made orally or in writing for telephone service.

Authorized User - A person, firm or corporation (other than the customer) on whose premises a telephone, PBX or private-line service or channel is located and who may communicate over such channels in accordance with the terms of the Tariff.

Base Rate - A rate for urban grades of exchange service available to customers located within a Base Rate Area.

Base Rate Area - That portion of an exchange area surrounding and including the Central Office or offices or exchange rate center, within which urban classes of exchange service are offered.

Business Service - Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature.

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line - A circuit directly connecting an individual or party-line main station, PBX switchboard, or an intercommunicating system with a central office.

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Channel - A path for communication between two or more stations, or central offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof, and whether or not by a single physical facility or route.

Circuit - A Channel used for the transmission of electrical or optical energy in the furnishing of telephone and other communication service.

Class of Service - The various categories of service generally available to the customer such as business, residence, public or semipublic service.

Communications System - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or company stations.

Company - BPS Telephone Company

Connecting Company - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

Connector - See "Switch"

Connection Charge - See "Service Charge"

Construction Charge - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the Exchange Tariffs.

Continuous Property - The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

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GENERAL AND LOCAL EXCHANGE TARIFF

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DEFINITIONS

Contract - The agreement between a customer and the Company under which services and facilities are furnished in accordance with the provisions of the applicable tariffs.

Cost - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

Customer - The individual, partnership, association or corporation which contract for telephone service and is responsible for the payment of charges and compliance with the general regulations of the Company.

(D)

Customer Provided Equipment - Devices, apparatus and/or associated wiring provided by a customer.

Customer Provision - Customer purchase or lease of customer-provided equipment from the Company or from any other supplier.

Demarcation Point - The point of connection, provided and maintained by the telephone company, at which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling this point of connection will generally be the modular jack incorporated into the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the telephone company. The demarcation point is usually the point at which the telephone company wiring connects with the customer's wiring.

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DEFINITIONS

Dial Switching Equipment - A unit of electromechanical or electronic switching equipment used in a central office or in connection with a PBX system.

Direct Electrical Connection - The physical connection of the electrical conductors in the communications path.

Directory Listing - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

Disconnect Notice - The written notice sent to a customer following billing notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

Drop Wire - That portion of a circuit between the pole line or cable distributing box and the point of demarcation on or at the building in which the station or switchboard is located.

Due Notice - See "Disconnect Notice".

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "exchange area," which usually embraces a city, town or village and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

Exchange Area - The territory served by an exchange.

Exchange Line - Any circuit connecting an exchange station with a central office.

Exchange Service - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Tariffs. Exchange facilities are used to establish and maintain connection between an exchange and the other telephone plant and facilities in connection with long-distance calls or Extended Area Service calls.

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DEFINITIONS

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Exchange Station - A station connected with a central office of the company over its own lines.

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Public Service Commission

Extended Area Service - Interexchange telephone service furnished at a flat rate between two or more exchange areas.

Extra Listing - See "Additional Listing".

Foreign Attachment - Equipment or facilities not owned or furnished by the Company which are attached or connected to, and used with, exchange telephone service.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Equipment - See "Foreign Attachment".

Foreign Exchange Line Mileage - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

Foreign Exchange Service - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

Grade of Service - The term used in describing exchange service with respect to the number of parties served on a telephone line.

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Harm - Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

Individual Line - An exchange line designed for the connection of a telephone set.

Inductive Connection - Electromagnetic coupling between customer-provided equipment and Company equipment by means of mutual inductance between an inductor in the company equipment and a customer-provided inductor external to the Company equipment.

Initial Service Period - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Installation Charge - A nonrecurring charge made at the time of installation of communications service or equipment, which applies in addition to service charges and other applicable charges for service or equipment unless specifically excepted.

Intercommunicating System - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

Interconnection - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

Limited Service - Service which is limited to existing service at existing locations.

Line Construction Charges - The charges applied for additions to existing central office line facilities outside a Base Rate Area to provide service to business or residence customers.

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Line Extension - A circuit extending from a main terminal to an auxiliary terminal such as a line from a PBX switchboard to a telephone set or to a key.

Line Extension Mileage - The charges made for off-premises circuit extending from the main terminal.

Line Finder - See "Switch".

Local Calling Scope (LCS) - A combined Area in which interexchange telephone service is furnished at a flat rate between two or more exchange areas. See Extended Area Service.

Local Channel - That portion of a channel which connects a station to an interexchange channel or channel connecting two or more stations within an exchange area.

Local Exchange Service - Telephone communications within a local service area in accordance with the provisions of the Company's tariffs.

Local Message - A completed communication between customers' stations located within the same exchange area or local service area.

Local Calling Service Area - The area throughout which communication service is rendered to a customer or users without the application of toll charges.

Long Distance Message - See "Toll Message".

Long Distance Service - That part of the total telephone service provided by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Main Terminal - The termination of a central office line on a customer's premises, usually at a protector.

Message - A completed customer call.

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Mileage - The measurement upon which charges are computed for Foreign Exchange, extension and private lines.

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Minimum Contract Period - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Mobile Telephone Service - A communications service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

Multiparty Line - A single central office circuit furnishing exchange service to a number of main terminals outside of the Base Rate Area.

Network Access Point - A connector, outlet, or wiring termination on a customer's premises which affords connection to the network services of the Company.

Network Control Signaling Unit - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

Network Interface Device (NID) - A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

(N)
(N)

Nonrecurring Charge - A one-time charge associated with a specific item of equipment. This charge applies to installation and to subsequent modification.

Notice - See "Disconnect Notice".

NRC - See "Nonrecurring Charge" or "Service Charge".

Party Line - An exchange line designed for the connection of more than one line termination with the central office. (See also "Multiparty Line.")

Point of Demarcation - See "Demarcation Point".

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Premises - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Private Branch Exchange System - A "Private Branch Exchange", or "Private Branch Exchange System", is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer's premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Company and for toll service.

Private Line - A circuit provided to furnish communication between two or more telephones directly connected to it. Such terminals do not have access to the general exchange and interexchange networks.

Public Telephone - An exchange station, either attended or equipped with a coin-collecting device, designed and placed for use by the public in general at locations chosen or accepted by the Company.

Qualifying Low-Income Customer - A qualifying low-income customer is one who participates in one of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or Low-Income Home Energy Assistance Program.

Registered Terminal Equipment - Equipment registered in accordance with FCC regulations which may be connected to access services of the Company.

Residence Service - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

Rural Service - A type of multi-party central office access line service furnished to customers in certain sections outside the Base Rate Area but within the exchange area. This service provides for a number of customers to be served by the same central office line.

Selector - See "Switch".

Semi-Public Telephone - An exchange station, equipped with a coin-collecting device, designed for a combination of customer and public use at locations more or less public in character.

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Service Charge - The nonrecurring charge a customer is required to pay for establishing telephone service or subsequent modification of that service.

Station - Specific identifying number associated with a location on a communications system.

Subscriber - See "Customer".

Suburban Area - The territory surrounding the Base Rate Area in which suburban and rural services are furnished and in which urban classes of service are furnished at established rates.

Supplemental Facilities or Services - Services or facilities other than primary service.

Switch - A unit of dial switching equipment which provides interconnection between station lines or trunks.

Tariff - The schedule of rates and charges, rules and regulations adopted and filed by the Company and approved by the Missouri Public Service Commission.

Telecommunications Service Priority (TSP) System

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

Regulations, rates and charges for TSP System Service are set forth in the Telephone Company's Tariff Facilities for Intrastate Access.

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Malden, Missouri

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DEFINITIONS

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Telephone Company - See "Company".

Telephone Set - A telephone instrument consisting of a transmitter, receiver, and associated apparatus connected to permit transmission and receipt of telephone messages.

Terminal Equipment - Equipment at the terminal of a communication circuit.

Terminal Equipment Accessories - Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which when connected to the telecommunications system of the Company are connected electrically, acoustically or inductively.

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

Toll Blocking - Toll blocking is a service that lets customers elect not to allow the completion of outgoing toll calls, excluding 8XX IN-WATS calls, from their access line.

(N)
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(N)

Toll Service - Toll service (long distance service) is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Trunk Line - A circuit over which customers' messages are sent between two central offices or between a central office and a PBX system.

Underground Service Connection - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

Wide Area Telecommunications Service (WATS) - The furnishing of inward or outward switched telephone communications service between a wide area service line and specified service areas.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICETable of Contents

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

A. General

1. The rates for Local Exchange Service are subject to the conditions as set forth herein and the Rules and Regulations governing provision of such service covered in this Tariff.

B. Taxes

1. Applicable taxes levied by Federal, State, County and local taxing authorities are in addition to the rates set forth in this tariff.

C. Local Exchange Service and Rates

1. The number of central office access lines in an exchange service area will include all classes and grades of service listed in the Local Exchange Service Tariffs and also all access lines associated with the following:

Centrex Service
Employee Telephone Service
FX (Dial Tone End) Service

(D)

2. Specific classes and grades of service available in each exchange is governed by the Local Exchange Service Offering sheets.

GENERAL AND LOCAL EXCHANGE TARIFF**LOCAL EXCHANGE SERVICE**3. Schedules of Local Exchange Monthly Rates⁽¹⁾

The following rate schedules reflect only the rates for central office access lines (excluding semi-public service which includes a coin telephone station).

Class and Grade

<u>Of Service</u>	<u>GSEC</u>	<u>All Exchanges</u>	
-------------------	-------------	----------------------	--

Business Service:

One-Party	B1	\$24.85	(I)
PBX Trunk	PBX TK	26.85	(I)
Key Line	BKSL	26.85	(I)
			(D)

Residence Service:

One-Party	R1	23.50	(I)
Key Line	R1	23.50	(I)

The above local exchange rates are exclusive of any license, occupational, franchise or similar charge levied by any local, county, state or federal taxing authority as well as any mandatory surcharge imposed by any state or federal regulatory agency. Such taxes and surcharges will be shown as a separate item on the subscriber's bill.

- (1) Local Exchange Access Line Monthly Rates include Touch Calling, Call Transfer, Speed Calling (8) and Automatic Call Back features at no charge. Line Hunting Service is available at no additional monthly charge. However, appropriate services charges apply.

LOCAL EXCHANGE SERVICE

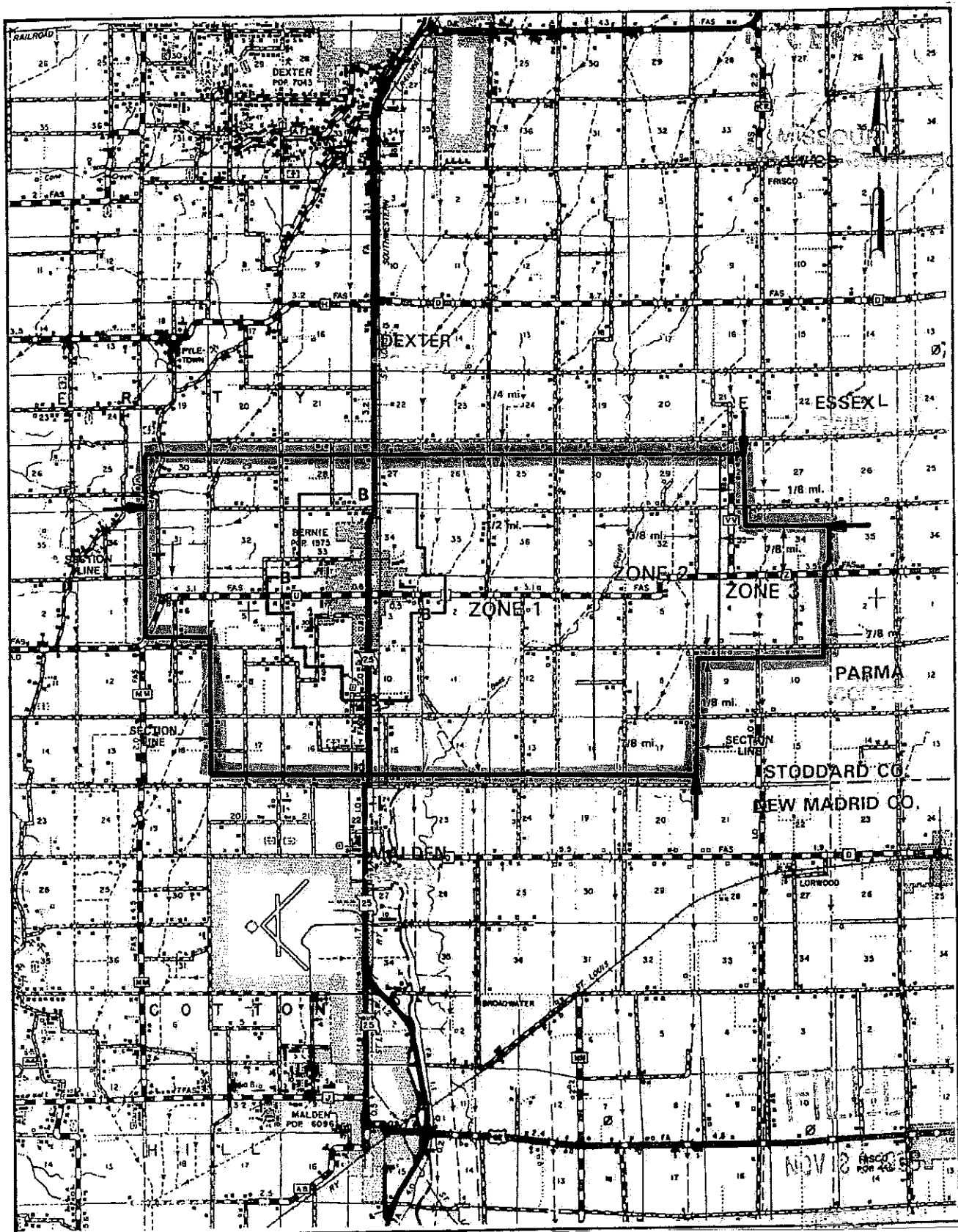
D. Expanded Local Calling Service

(N)

Expanded Local Calling Service is a one-way service that allows end-user customers of the Company to call end-user customers located in other exchanges at local exchange rates (i.e., without incurring a separate toll or long distance charge).

Originating Exchange	Terminating Exchange	Terminating Carrier
Bernie	Parma Malden	BPS SBC
Parma	Bernie Risco New Madrid Lilbourn Essex	BPS SBC SBC SBC SBC
Steele	Caruthersville Hornersville Deering	SBC SBC SBC

Expanded Local Calling Service is limited to voice traffic and is not available for Internet and data traffic.

BERNIE MO
EXCHANGE AREA MAP

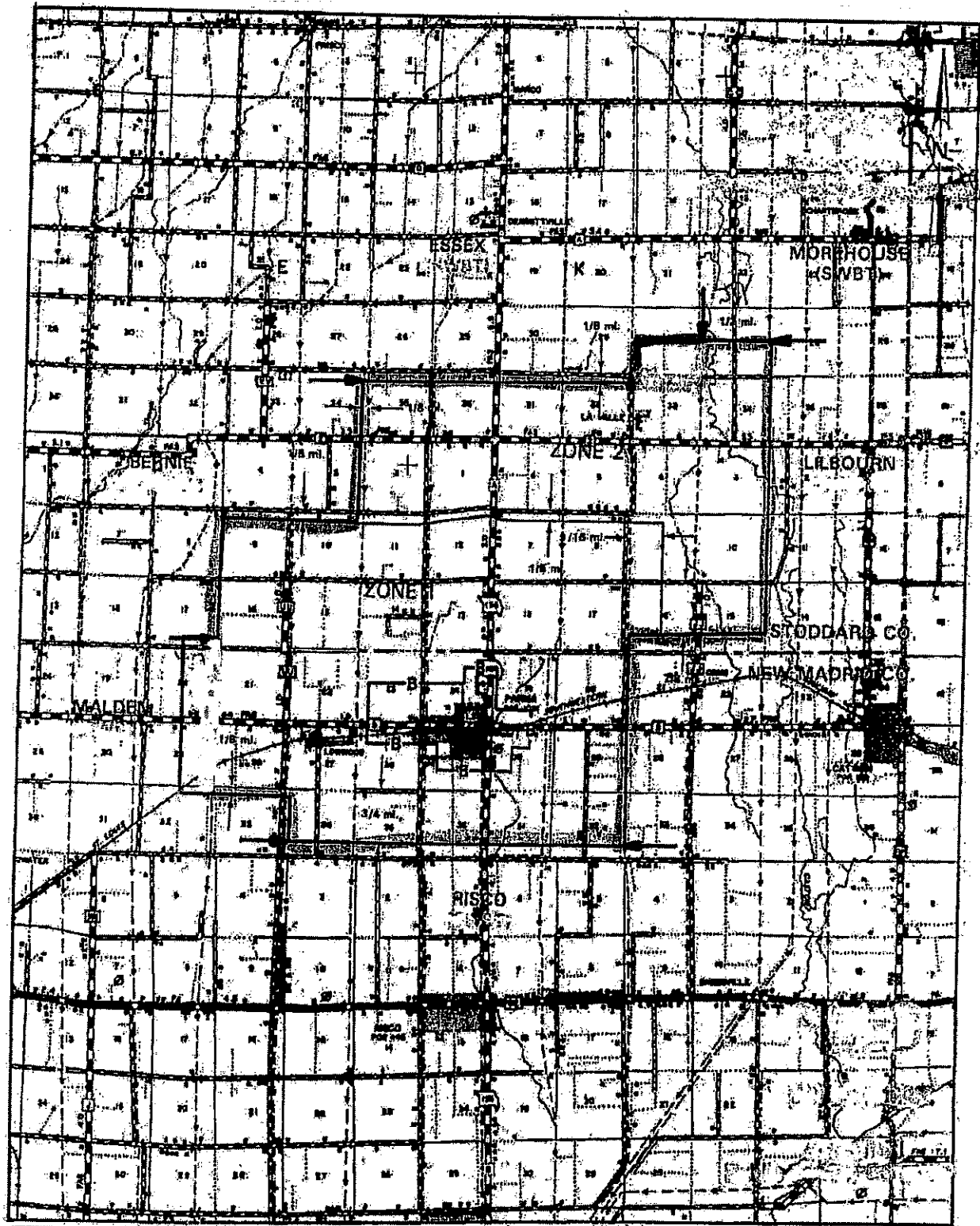
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W.F. Provance, President
P.O. Box 550
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Service Commission
JI-2013-0121

October 12, 2012

PARMA, MO
EXCHANGE AREA MAP

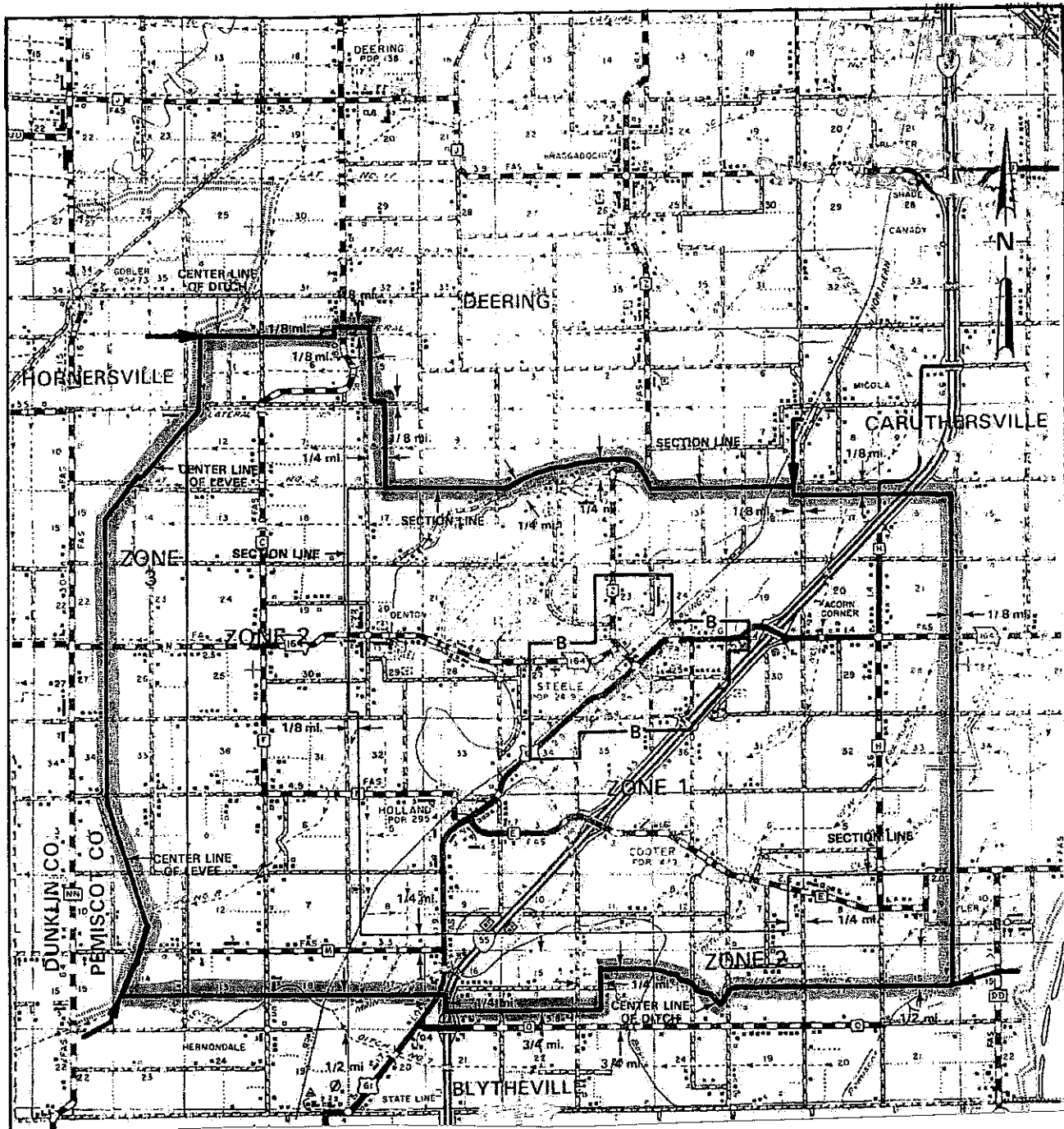


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STEELE, MO
EXCHANGE AREA MAP

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October 12, 2012

BPS Telephone Company For All Exchanges
Name of Issuing Corporation Community, Town or City

LOCAL EXCHANGE SERVICE	
SEP 24 1996	
MISSOURI Public Service Commission	
Missouri School Discount Program	
1.	A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
2.	Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph .3, following.
3.	An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federation of non-Public Schools Accrediting Association, Independent Schools Association of The Central States, North Central Association of Colleges and Schools, and/or the University of Missouri - Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4.	The qualifying discount will be permitted only on the local exchange access line. All other features, ancillary services or options, relative to the particular service, shall continue to be billed at the appropriate tariffed rates.
5.	The qualifying discount will be permitted only where the predominant use is providing educational and instructional programs and for the educational institutions' administrative use. The discount is not allowed to residential complexes associated with the institution.
6.	In addition to meeting the qualification specified in Paragraph .3 preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
7.	The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
8.	The following local exchange services are eligible for a discount under this program: - Flat Rate, business one-party service.
*Indicates new rate or text +Indicates change	

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month day year month day year
ISSUED BY W.F. Provance, P.O. Box 669, Malden, MO 63863
name of officer title address

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PSC MO. NO. 1
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President
Malden, Missouri

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public
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LOCAL EXCHANGE SERVICE

REC'D JUN 06 2000

Discounts for Schools and Libraries Participating in the Federal Universal Service Program

(N)

- A. Discounts on the intrastate services offered through this tariff will be available to eligible schools and libraries. A school or library will be eligible to participate in the discount program if it receives funds from the Federal Universal Service Fund.
- B. The level of discount available will mirror the discount percentage level available to the school or library through the Federal Universal Service Fund program. The discount will be applied against the intrastate service rate otherwise applicable under this tariff. The discount only applies to the extent funds are available to the eligible school or library, through the Federal Universal Service Fund.

(N)

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LOCAL EXCHANGE SERVICE

Vacation Rate Service

Vacation rate service is available upon advance notice. Local exchange service will be charged at 50% of the applicable local rate for a period of not less than one calendar month, which corresponds to the billing period, and not more than six months. This service applies where a subscriber closes his residence or place of business for the above time.

(N)

(N)

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President
Bernie, Missouri

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W. F. Provance
President
Malden, Missouri

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MO. PUBLIC SERVICE COM'N

LOCAL EXCHANGE SERVICE

(RESERVED FOR FUTURE USE)

BPS Telephone Company

PSC Mo. No. 1

Section 4

2nd Revised Sheet 17

Canceling 1st Revised Sheet 17

LOCAL EXCHANGE SERVICE

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BPS TELEPHONE COMPANY

PSC MO. NO. 1
Section 4
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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

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MISSOURI PUBLIC SERVICE COMMISSION

BPS Telephone Company

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LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

A. Lifeline Service

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows: <https://www.bpstelephone.com/disabled.php>.

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Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows: <https://www.bpstelephone.com/disabled.php>.

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BPS TELEPHONE COMPANY

PSC MO No. 1
Section 4
2nd Revised Sheet 21
Canceling (see below)

Local Exchange Service

CANCELLING P.S.C. MO. NO. 1, Section 4:

1st Revised Sheet 21
1st Revised Sheet 22
Original Sheet 23
5th Revised Sheet 24
4th Revised Sheet 25
Original Sheet 26
Original Sheet 27
Original Sheet 28
Original Sheet 29
Original Sheet 30
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BPS TELEPHONE COMPANY

PSC Mo. No. 1
Section 5
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Cancels 1st Revised Sheet 1

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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A. General

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1. Service Charges are nonrecurring charges shown in this section and apply when the following activities are performed at the request of a customer:
 - a. Service Connections - New installations or subsequent additions of telephone service and/or semi-public telephone equipment. A move of an existing service to a different premise.
 - b. Inside Moves - Transfer of telephone service and/or semi-public telephone equipment from one location to another location within the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved.
 - c. Changes - Substitution of semi-public telephone equipment, or rearrangement of such equipment and/or wiring which does not involve changes in location of the equipment or wiring. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring.
 - d. Restoral Charge - Applicable for work associated with reconnecting service which has been temporarily disconnected for nonpayment.
2. Service Charges apply in addition to all other rates and charges.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
4. Payment of Service Charges
 - a. Payment of Service Charges for the establishment of service may be required prior to the establishment of service.
 - b. Residence Service Charges may be billed in equal amounts over periods not exceeding four (4) months. Only one such arrangement at any one time will be provided.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

FEB 7 1996

B. Application of Service Charges

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Public Service Commission

1. Service Ordering Charge

- a. The Service Ordering Charge is classified as either Initial or Subsequent. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, addition to existing service or records change (Subsequent Order Charge applies).
- b. A service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same account and for the same premises. Service Ordering Charges apply separately where business and residence service are located on the same premises.
- c. Service Ordering Charges do not apply to the recovery by Company employees of semi-public telephone stations from a customer's premises.

2. Line Connection Charge

- a. The charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.
- b. This charge does not apply when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- c. This charge applies to each change in telephone number made at the request of the customer.

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SERVICE CHARGES

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B. Application of Service Charges (Cont'd)

2. Line Connection Charge (Cont'd)

- d. This charge applies for each move of the service drop and/or the associated station protection device.
- e. This charge applies to each change of party-line assignment made at the request of the customer.

3. Reserved for Future Use

(D)

4. Restoral Charge

(D)

- a. A Restoral Charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

5. Service Charges are not applicable in the following situations:

- a. Service upgrade of basic exchange service.
- b. Billing address changes.
- c. Changes to published from nonpublished service
- d. Installations, moves or changes made on the initiative of the Company, (e.g., changes made for maintenance reasons, changes in type of central office operation, etc.).
- e. Removal of service.
- f. Reserved for Future Use.
- g. Service established at an interim location nor to the subsequent re-establishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood or other acts of God.
- h. Calling Card requests.
- i. Legal name changes.

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GENERAL AND LOCAL EXCHANGE TARIFFSERVICE CHARGES

C. Rates and Charges

		<u>Nonrecurring Charge</u>		
		<u>GSSEC</u>	<u>Business</u>	<u>Residence</u>
1.	Service Ordering Charge			
	a. Initial	NSOI	\$25.00	\$13.00
	b. Subsequent	NSOS	9.00	4.00
2.	Line Connection Charge	NLC	\$14.00	7.60
3.	Restoral Charge	--	\$23.00	11.60

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

D. Special Promotions

1. From time to time, the Telephone Company will elect to offer special promotions to its customers. These offerings will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

These offerings may be limited to certain dates, locations, and will be for limited time periods, subject to prior notification and approval by the Missouri Public Service Commission.

2. The Company will offer a promotional program to its subscribers, both residential and business, providing the opportunity to subscribe to one of its tariffed service bundles (PSC MO No. 1, Section 14, Sheets 1 through 3) with a waiver of the tariffed service fee. The promotion will commence September 1, 2006 and will continue through December 31, 2006. The tariffed service order fee to be waived is \$4.00 for residential and \$9.00 for business subscribers.

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BPS Telephone Company

P.S.C. MO. NO. 1
Section 5
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Cancels 2nd Revised Sheet 6

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

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BPS Telephone Company

P.S.C. MO. NO. 1

Section 5

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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F. Customer-Provided Equipment and Inside Wire

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Public Service Commission

1. General

- a. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with exchange access service in compliance with FCC regulations.
- b. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
- c. The Rules and Regulations contained in this Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
- d. Responsibility of the Customer (New Installations)
 - 1) A customer desiring to connect customer-provided equipment to the exchange and message toll network must make application to the Company. Such application may be made orally and followed by written application prior to the desired in-service date and shall include the following:
 - a) The type and manufacture of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
 - b) The number of main terminals to be connected.
 - 2) Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.

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SERVICE CHARGES

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F. Customer-Provided Equipment and Inside Wire (Cont'd)

MISSOURI
Public Service Commission

1. General (Cont'd)

d. Responsibility of the Customer (New Installations) (Cont'd)

- 3) The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, service charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- 4) A customer must subscribe to, and be capable of providing operation for, sufficient quantities of main terminals to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- 5) The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- 6) Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
 - a) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - b) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

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SERVICE CHARGES

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Public Service Commission

F. Customer-Provided Equipment and Inside Wire (Cont'd)

1. General (Cont'd)

d. Responsibility of the Customer (New Installations) (Cont'd)

6) (Cont'd)

c) Nonpublished telephone service will not be furnished for use with recorded public announcements.

d) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

e. Responsibility of the Company

1) The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures which might affect customer-provided equipment or systems.

2) The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

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SERVICE CHARGES

FEB 7 1996

F. Customer-Provided Equipment and Inside Wire (Cont'd)

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2. Maintenance of Service Charge

- a. The following charge is applicable for time spent by a Company employee when it is determined that the service difficulty or trouble report results from customer-provided terminal equipment and/or communications systems and/or inside wire connected or arranged for connection to Company facilities. Normal working hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, holidays excepted.

Nonrecurring
Charge

- 1) In or out of Base Rate Area, per occurrence \$25.00
- b. The above charge is in addition to all other rates and charges billed to the customer for other services and equipment.
- c. The above mentioned charge will be waived for customers who have not been equipped with a network interface jack and who have not been instructed on how to use the network interface jack to isolate their own trouble.

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SERVICE CHARGES

G. Local Market Service Trials

1. Purpose

A local market service trial is intended to enable the Company to market specific local exchange services to a limited number of existing customers that have indicated a willingness to participate in such a trial or who have indicated an interest in new services being offered under tariff by the Company. In exchange for their participation, selected customers will receive a discounted service or other inducement, as described below. The service trial will allow the Company an opportunity to test its network infrastructure, including both switching and distribution facility components. The Company will also test support systems which are required to establish, provision, operate and maintain services whether such systems are provided solely by the Company or in combination with systems provided by other carriers or vendors. The market service trial will include the geographic areas served by the Company where facilities are available.

2. Eligibility

The Company will establish the group of customers eligible for a service trial based on its marketing intelligence and the relationship it has with a customer. The prospective participants will be contacted to enlist their participation through either direct mail or telephone contact where appropriate.

GENERAL AND LOCAL EXCHANGE TARIFF
SERVICE CHARGES

G. Local Market Service Trials (continued)

3. Trial Offering

(a) Customer Group 1

This group of customers will receive a direct mail piece inviting them to participate in the market trial. Each customer deciding to participate will select one of the Company's Packaged Service Offerings in section 14 of this tariff (Sheets 1, 2, and 3). The customer will pay the regular tariffed rate for the selected package. As an inducement for participation in the trial, the Company will waive the customary service charge for changing service and will provide the package at no charge for the month of December 2006. The offering will commence no earlier than the effective date of this tariff sheet and will conclude no later than December 31, 2006.

(b) Customer Group 2

This group of customers will receive a direct mail piece inviting them to participate in the market trial. Each customer deciding to participate will select one of the Company's Packaged Service Offerings in section 14 of this tariff (Sheets 1, 2, and 3). The customer will pay the regular tariffed rate for the selected package. As an inducement for participation in the trial, the Company will waive the customary service charge for changing service and will provide 60 minutes of free long distance calling during August 2006. The offering will commence no earlier than the effective date of this tariff sheet and will conclude no later than December 31, 2006.