

Missouri Public  
Service Commission

REC'D MAR 21 2001

### ADOPTION NOTICE

Effective February 26, 2001, Gabriel Communications of Missouri, Inc. registered its intent to use the name NuVox Communications of Missouri, Inc. with the Missouri Secretary of State.

NuVox Communications of Missouri, Inc. hereby adopts, ratifies, and makes its own, in every respect as if it the same had been originally filed by NuVox Communications of Missouri, Inc., all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities and/or other instruments whatsoever, filed with the Public Service Commission of the State of Missouri, by Gabriel Communications of Missouri, Inc., prior to the effective date of this tariff.

By this notice, NuVox Communications of Missouri, Inc. also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Gabriel Communications of Missouri, Inc. has heretofore filed with said Commission.

Missouri Public  
Service Commission

01-500  
FILED APR 20 2001

ISSUED: March 21, 2001

EFFECTIVE: April 20, 2001

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

Missouri Public  
Service Commission

REC'D MAR 21 2001

**COMPETITIVE  
GENERAL EXCHANGE CARRIER  
SERVICES  
OF  
NUVOX COMMUNICATIONS OF MISSOURI, INC.**

Missouri Public  
Service Commission  
01-500  
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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

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Missouri Public  
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Missouri Public  
Service Commission  
REC'D MAR 22 1999

**COMPETITIVE  
GENERAL EXCHANGE CARRIER  
SERVICES  
OF  
GABRIEL COMMUNICATIONS OF MISSOURI, INC.**

**CANCELLED**

APR 20 2001  
1st RP#1  
Missouri Public Service Commission  
**MISSOURI**

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Service Commission  
99-173  
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ISSUED: March 22, 1999

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
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EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
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TN-2010-0296; YC-2010-0626

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MAR 18 2000

By 15<sup>th</sup> RP 2  
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JAN 22 2001

**MISSOURI  
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By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017

CANCELLED

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Missouri Public

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By: Jerry Howe, President and Chief Operating Officer  
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By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017



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By: Jerry Howe, President and Chief Operating Officer  
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AUG 18 1999  
 By *1st RS#3*  
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By: G. Michael Cassity, President and Chief Operating Officer  
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Chesterfield, MO 63017

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Service Commission  
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FEB 22 2001

**MISSOURI**  
**Public Service Commission**

ISSUED: January 23, 2001

EFFECTIVE: February 22, 2001

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

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L. 2nd RS 3.01  
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Public Service Commission

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

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By: Jerry Howe, President and Chief Operating Officer  
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By: Edward J. Cadieux, Senior Regulatory Council  
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Chesterfield, MO 63017

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JUL 01 2004  
By *2nd 1253.02*  
**Public Service Commission  
MISSOURI**

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By: G. Michael Cassity, President and Chief Operating Officer  
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Chesterfield, MO 63017

**Missouri Public  
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Missouri Public

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Service Commission

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MAY 14 2003

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Public Service Commission  
MISSOURI

Missouri Public

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Service Commission

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By: G. Michael Cassity, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**EXPLANATION OF SYMBOLS, REFERENCES MARKS, AND ABBREVIATIONS OF TECHNICAL  
TERMS USED IN THIS TARIFF**

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

- ( AT ) - means addition to text.
- ( C ) - means a correction.
- ( CP ) - means to change in practice.
- ( CR ) - means a change in rate.
- ( CT ) - means change in text.
- ( DR ) - means discontinued rate.
- ( FC ) - means a change in format lettering or numbering.
- ( MT ) - means moved text.
- ( NR ) - means new rate.
- ( RT ) - means removal of text.

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Website: [www.nuvox.com](http://www.nuvox.com)

(AT)

(AT)

ISSUED: March 2, 2005

EFFECTIVE: April 1, 2005

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**  
Missouri Public  
Service Commission

Missouri Public  
Service Commission

REC'D MAR 22 1999

EXPLANATION OF SYMBOLS, REFERENCES MARKS, AND ABBREVIATIONS OF TECHNICAL  
TERMS USED IN THIS TARIFF

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

- ( AT ) - means addition to text.
- ( C ) - means a correction.
- ( CP ) - means to change in practice.
- ( CR ) - means a change in rate.
- ( CT ) - means change in text.
- ( DR ) - means discontinued rate.
- ( FC ) - means a change in format lettering or numbering.
- ( MT ) - means moved text.
- ( NR ) - means new rate.
- ( RT ) - means removal of text.

Missouri Public  
Service Commission  
99-175  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

Missouri Public  
Service Commission

APPLICATION OF TARIFF

REC'D MAR 22 1999

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Gabriel Communications of Missouri, Inc., hereinafter referred to as the "Company", to Customers within the local exchange service area defined herein. The Company is a competitive telecommunications company pursuant to criteria established by the Missouri Public Service Commission through its decision in Case No. TA-96-438. Rates, terms and conditions applicable to the Company's intrastate dedicated services and intrastate switched access services are contained in the Company's PSC Missouri Tariff No. 2.

Missouri Public  
Service Commission

FILED MAY 06 1999

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CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

Missouri Public  
Service Commission

WAIVER OF RULES AND REGULATIONS  
REC'D MAR 22 1999

Pursuant to Case No. TA-96-438 the following Rules and Regulations have been waived for purposes of offering local services as set forth herein:

Statutory Provisions

Section 392.210.2  
Section 392.270  
Section 392.280  
Section 392.290.1  
Section 392.300.2  
Section 392.310  
Section 392.320  
Section 392.330, RSMo, Supp. 1998  
Section 392.340

Commission Rules

4 CSR 240-10.020  
4 CSR 240-30.040  
4 CSR 240-35

Missouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



DEFINITIONS

Missouri Public  
Service Commission

REC'D FEB 17 2000

1.1 Terms used generally throughout this tariff are defined below:

Advance Payment: Payment of all or part of a charge required before the start of service.

Authorized User: A person, firm, corporation, or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Auto Redial: A customer can activate this feature when a busy signal is encountered at the called end. The Company's equipment will dial the called party for up to 30 minutes in an attempt to establish the call. When the called number is free, the caller will be signaled via distinctive ring to pick up the handset for completion. This feature is offered on both a monthly subscription and per use basis.

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

Call Forward Busy: Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forward Don't Answer: Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Forward Variable: Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone keypad.

Call Hold: Allows the user to hold one call for any length of time provided that neither party goes On Hook.

Call Park: Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Return: When the customer activates this feature, the Company's equipment will automatically redial the customer's last incoming call for up to 30 minutes. The customer will be signaled via a distinctive ring to pick up the handset if the call can be completed. This feature is offered on both a monthly subscription and per use basis.

Call Transfer Disconnect: Enables the subscriber to transfer a call to a third party and then hang up, leaving the other two parties connected. The subscriber's line is then free to make and receive calls. (AT)  
(AT)

Missouri Public  
Service Commission

FILED MAR 18 2000

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

DEFINITIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

- 1.1 Terms used generally throughout this tariff are defined below:

Advance Payment: Payment of all or part of a charge required before the start of service.

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Auto Redial: A customer can activate this feature when a busy signal is encountered at the called end. The Company's equipment will dial the called party for up to 30 minutes in an attempt to establish the call. When the called number is free, the caller will be signaled via distinctive ring to pick up the handset for completion. This feature is offered on both a monthly subscription and per use basis.

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Call Return: When the customer activates this feature, the Company's equipment will automatically redial the customer's last incoming call for up to 30 minutes. The customer will be signaled via a distinctive ring to pick up the handset if the call can be completed. This feature is offered on both a monthly subscription and per use basis.

**CANCELLED**

MAR 18 2000

by 1<sup>st</sup> RP7  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

DEFINITIONS

REC'D MAR 22 1999

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switch hook or hanging up the phone and being rung back by the caller.

Caller ID Name and Number Delivery: Displays the name (where technically available) and 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID Blocking: Blocks the delivery of the number to the called party on a per call basis.

Calling Number Delivery: Allows customers subscribing to Digital Business Trunks to receive the originating caller's working telephone number (where technically available).

Cancel Call Waiting: Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Company: Gabriel Communications of Missouri, Inc., which is the issuer of this tariff.

Completed Call: A call, or other telephonic communication, originated by a person or mechanical/electrical device from a number to another number, which is answered, by a person or mechanical/electrical device. The numbers may be located any distance apart within the state; and the communication may consist of voice, data, a combination of both, or other transmission via a wire or wireless medium; and may be for any duration of time.

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

Deny Terminating: Allows blocking of all incoming calls to a basic line or multi-line group.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Station, by-passing a central answering point.

Missouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

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Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

DEFINITIONS

Missouri Public  
Service Commission

REC'D FEB 17 2000

(RT)

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

Exchange Carrier: Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of local exchange telephone services.

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

Foreign Exchange: Permits a customer, at his option, to obtain exchange service from a point within the serving area but distant from the customer's service point. There is no charge for this configuration

Hunting:

Rotary/Linear Hunting: The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group. Unless the first line is called, only a portion of the group is hunted.

Circular Hunting: This feature permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

Preferential Hunting: Some of all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

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

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

KBPS: Kilobits, denotes thousands of bits per second.

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Missouri Public  
Service Commission

FILED MAR 18 2000

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

## DEFINITIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

Distinctive Ring: Differentiates incoming calls by signaling the customer (called party) with a distinctive ringing pattern(s).

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

Exchange Carrier: Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of local exchange telephone services.

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

Foreign Exchange: Permits a customer, at his option, to obtain exchange service from a point within the serving area but distant from the customer's service point. There is no charge for this configuration

Hunting:

*Rotary Hunting*: The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group. Unless the first line is called, only a portion of the group is hunted.

*Circular Hunting*: This feature permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

*Preferential Hunting*: Some of all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

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

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

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**CANCELLED**

MAR 18 2000

By 1st RP9  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## DEFINITIONS

Local Calling: A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.

Local Exchange Carrier: A company, which furnishes exchange telephone service.

Missouri Public  
Service Commission

MBPS: Megabits, denotes millions of bits per second.

REC'D FEB 17 2000

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

Non-Recurring Charges: The one-time charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the service Order is executed.

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

Presubscription: An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA and/or interLATA toll Calls. The selected Interexchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

Priority Call: Differentiates incoming calls by signaling the customer (called party) with a distinctive ringing pattern(s). (CT) (MT)

Records Change: Any non-service affecting change to the Customer's billing information.

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

Regular Business Hours: 8:00 a.m. through 5:00 p.m., Monday through Friday, excluding defined Holidays.

Remote Access to Call Forwarding: Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Supersedure: A change in the customer's billing name or address which does not involve a change in service.

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

Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

Missouri Public  
Service Commission

FILED MAR 18 2000

DEFINITIONS

REC'D MAR 22 1999

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Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth in the tariff and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

CANCELLED

99-173  
FILED MAY 06 1999

MAR 18 2000

By 15<sup>th</sup> R P 10

ISSUED: March 22, 1999 Public Service Commission  
MISSOURI

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

DEFINITIONS

Missouri Public  
Service Commission

REC'D FEB 17 2000

Services: The Company's telecommunications services.

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

Speed Dialing: Allows a subscriber to establish a speed calling list of up to 30 telephone numbers. The list associates telephone numbers with a unique 1-digit and/or 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. Code lists may include local and/or toll telephone numbers.

Station: Telephone equipment from or to which calls are placed.

Toll Restriction: Allows the customer to prohibit long distance calling and operator services access on a line or trunk. Toll restriction is activated when the dialed number is prefaced with "1" or "0". WATS access is not affected.

Three-Way Calling: Allow two parties to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end to end connection.

User: A customer or any other person authorized by the Customer to use service provided under this tariff.

Voice Data Protection: Prevents data calls from being interrupted by call waiting tones, testing, or busy verification attempts.

900 Blocking: Prevents access from the customers lines/trunks to any 900 telephone number. (AT)

Missouri Public  
Service Commission

FILED MAR 18 2000

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



## DEFINITIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

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Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end to end connection.

User: A customer or any other person authorized by the Customer to use service provided under this tariff.

Voice Data Protection: Prevents data calls from being interrupted by call waiting tones, testing, or busy verification attempts.

**CANCELLED**

MAR 18 2000

By 1st RP 11  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.1 Undertaking of the Company:

2.1.1 Scope

- 2.1.1.1 The Company undertakes to furnish communications service to business customers in connection with one-way and/or two-way information transmission in the state of Missouri under the terms of this tariff.
- 2.1.1.2 The Company provides service on both a facilities based and resale basis.
- 2.1.1.3 Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein. It assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.
- 2.1.1.4 Applications for initial or additional service made verbally or in writing become a contract upon establishment of the service or facility.

2.1.2 Shortage of Equipment Facilities

- 2.1.2.1 The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities or due to some other cause beyond the Company's control.
- 2.1.2.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers, to furnish service as reasonably required.

Missouri Public  
Service Commission  
99-123  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**RULES AND REGULATIONS**

**Missouri Public**

2.1 Undertaking of the Company (Continued)

**REC'D OCT 05 2001**

2.1.3 Terms and Conditions

**Service Commission**

- 2.1.3.1 Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days notice. Unless otherwise specified herein, for the purposes of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.
- 2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.
- 2.1.3.3 At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days notice, or as otherwise specified in the Customer/Company sales contract. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

(AT)

ISSUED: October 8, 2001

EFFECTIVE: November 8, 2001

By: G. Michael Cassity, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**Missouri Public**

**FILED NOV 08 2001**

**Service Commission**

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

## RULES AND REGULATIONS

Missouri Public  
Service Commission2.1 Undertaking of the Company (Continued)

REC'D MAR 22 1999

2.1.3 Terms and Conditions

- 2.1.3.1 Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days notice. Unless otherwise specified herein, for the purposes of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.
- 2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.
- 2.1.3.3 At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

CANCELED

NOV 08 2001  
By KHR P13  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

RECEIVED

SEP - 7 1999

2.1 Undertaking of the Company (Continued)

2.1.3 Terms and Conditions (Continued)

MO. PUBLIC SERVICE COMMISSION

- 2.1.3.4 This tariff shall be interpreted and governed by the laws of the State of Missouri.
- 2.1.3.5 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.1.3.6 The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right, consistent with applicable commission rules, to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- 2.1.3.7 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to paragraph 2.1.3.8 below.
- 2.1.3.8 The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.
- 2.1.3.9 By mutual agreement between the Customer and the Company, contract terms of more than three years can be executed. Three year contract rates will be used for contracts with terms of greater than three years. Payment plan regulations specified in paragraph 5.4 of this tariff apply. (AT)  
|  
(AT)

Missouri Public  
Service Commission

FILED OCT 3 1999

ISSUED: September 7, 1999

EFFECTIVE: October 7, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

BY: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## RULES AND REGULATIONS

Missouri Public  
Service Commission

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2.1 Undertaking of the Company (Continued)2.1.3 Terms and Conditions (Continued)

- 2.1.3.4 This tariff shall be interpreted and governed by the laws of the State of Missouri.
- 2.1.3.5 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.1.3.6 The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right, consistent with applicable commission rules, to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- 2.1.3.7 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to paragraph 2.1.3.8 below.
- 2.1.3.8 The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

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2.1 Undertaking of the Company (Continued)2.1.4 Liability of the Company

2.1.4.1 The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts of omission, shall be limited to the extension of allowances for interruption as set forth in Section 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.4.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

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2.1 Undertaking of the Company (Continued)

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2.1.4 Liability of the Company (Continued)

- 2.1.4.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties..
- 2.1.4.4 The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
- 2.1.4.5 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.1.4.6 The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to

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2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

2.1.4.6 (continued)

operate, maintenance, removal, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

2.1.4.7 The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.

2.1.4.8 Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this tariff including:  
-claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and  
-patent infringement claims arising from combining or connecting the service offered by the company with apparatus and systems of the Customer or others; and  
-all other claims arising out of any act or omission of the Customer or others, in connection with any service provided by the Company pursuant to this tariff.

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2.1 Undertaking of the Company (Continued)

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2.1.4 Liability of the Company (Continued)

- 2.1.4.9 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.1.4.10 The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- 2.1.4.11 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

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2.1 Undertaking of the Company (Continued)2.1.4 Liability of the Company (Continued)

2.1.4.12 The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

2.1.4.13 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or systems or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6. following, and that the signals do not damage Company equipment, injure its personnel or degrade service to

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2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

2.1.4.13 (continued)

other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

2.1.4.14 With respect to Emergency Number 911 Service:

- (a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

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**2.1 Undertaking of the Company (Continued)**

**2.1.4 Liability of the Company (Continued)**

**2.1.4.14 (Continued)**

(b) Neither is the company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.

2.1.4.15 The Company's liability arising from errors or omissions in Directory Listings, other than charged listings, shall be limited to the amount of actual impairment to the Customer's service and in no event shall exceed the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.

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2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

- 2.1.4.16 In conjunction with a nonpublished telephone number, as described in Paragraph 7.2.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will make reasonable efforts to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- 2.1.4.17 When a Customer with a nonpublished telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.
- 2.1.4.18 In Conjunction with the Busy Line Verification and Interrupt Service as described in Section 9.2.8, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- 2.1.4.19 The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

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2.1 Undertaking of the Company (Continued)2.1.5 Notification of Service-Affecting Activities

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

2.1.6 Provision of Equipment and Facilities

2.1.6.1 Consistent with applicable commission rules, the Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

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

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2.1 Undertaking of the Company (Continued)

2.1.6 Provision of Equipment and Facilities (Continued)

- 2.1.6.3 Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
- 2.1.6.4 The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
- (a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - (b) the reception of signals by Customer-provided equipment; or
  - (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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2.1 Undertaking of the Company (Continued)2.1.7 Non-routine Installation

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

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.3 Where the Company provides service to its end-users through resale of an SWBT service, such service shall be available only to the same class of customers to which the corresponding SWBT service is available under SWBT's tariffs.
- 2.2.4 Where the Company offers local exchange service through resale of SWBT's local exchange service, such service shall not be available to interexchange carriers, wireless carriers, competitive access carriers or other telecommunications carriers as a substitute for access services.

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2.3 Obligations of the Customer (Continued)

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2.3.1 General

The Customer shall be responsible for:

- (a) the payment of all applicable charges pursuant to this tariff;
- (b) reimbursing the Company for damage to, or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment;
- (c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1 (c). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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2.3 Obligations of the Customer (Continued)

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2.3.1 General (Continued)

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

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2.3 Obligations of the Customer (Continued)

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2.3.2 Claims

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

- (a) any loss, destruction or damage to property of the Company or any third-party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting in whole or in part from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- (b) any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third-party, arising from any act or omission by the Customer, including without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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2.4 Customer Equipment and Channels2.4.1 General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

2.4.2.1 The Customer is responsible for providing and maintaining any customer equipment on their premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

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2.4 Customer Equipment and Channels (Continued)

2.4.2 Station Equipment (Continued)

- 2.4.2.2 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.4.3 Interconnection of Facilities

- 2.4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.
- 2.4.3.2 Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- 2.4.3.3 Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff.

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2.4 Customer Equipment and Channels (Continued)

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2.4.4 Inspections

- 2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
- 2.4.4.2 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. The Company must receive objections within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If any entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

2.5.1.1 Taxes: The Customer is responsible for the payment of any sales, use, franchise, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g. County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

2.5.1.2 The Company shall obtain prior Commission approval for all surcharges for services or items that are within the Commission's jurisdiction.

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Service Commission  
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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



**RULES AND REGULATIONS****2.5      Payment Arrangements (Continued)****2.5.2      Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month in which service is provided. Usage charges will be billed in arrears. Customers can receive monthly invoices and associated billing detail by either of the following methods:

Paper Remittance Statement/Web Bill Detail: A monthly Paper Remittance Statement will be sent via the US Postal Service. The Statement will contain a summary of charges due, regulatory notices, remittance information, and instructions for retrieving detailed billing online. Customers can remit payment online or via US Postal Service.

Customers can retrieve and download their detailed usage and charges electronically on NuVox's secure website. The electronic charges will contain all call detail, billing, and regulatory information required by Commission rules.

Paper Remittance Statement/Web Bill Detail is the preferred method for delivering billing information to customers.

Paper Remittance Statement/Web Bill Detail	No Charge
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Paper Bill: Customers electing not to retrieve their call detail on line will receive a paper copy of their entire bill, including call detail, via the US Postal Service. Customers will be charged a monthly Account Detail Charge to help recover costs associated with providing a paper invoice.

Customers who wish to discontinue paper bills in favor of a Paper Remittance Statement and Web Bill Detail can call the Company or opt for the electronic invoice on the website.

Account Detail Charge	\$5.95 per month per invoice
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2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. A monthly late payment charge of 1.5% will be applied to past due amounts.

(MT)  
(MT)

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ISSUED: April 10, 2008

EFFECTIVE: May 10, 2008

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
12400 Olive Blvd., Suite 430  
Chesterfield, MO 63141

FILED  
Missouri Public  
Service Commission

**RULES AND REGULATIONS****2.5 Payment Arrangements (Continued)****2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month in which service is provided. Usage charges will be billed in arrears. Customers can receive monthly invoices and associated billing detail by either of the following methods:

(AT)

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Customers can retrieve and download their detailed usage and charges electronically on NuVox's secure website. The electronic charges will contain all call detail, billing, and regulatory information required by Commission rules.

Paper Remittance Statement/Web Bill Detail is the preferred method for delivering billing information to customers.

Paper Remittance Statement/Web Bill Detail	No Charge
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Paper Bill: Customers electing not to retrieve their call detail on line will receive a paper copy of their entire bill, including call detail, via the US Postal Service. Customers will be charged a monthly Account Detail Charge to help recover costs associated with providing a paper invoice.

Customers who wish to discontinue paper bills in favor of a Paper Remittance Statement and Web Bill Detail can call the Company or opt for the electronic invoice on the website.

Account Detail Charge	\$5.95 per month per invoice
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(AT)(NR)

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. A monthly late payment charge of 1.5% will be applied to past due amounts.

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

ISSUED: August 11, 2006

EFFECTIVE: September 20, 2006

CANCELLED  
May 10, 2008  
Missouri Public  
Service Commission

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**  
Missouri Public  
Service Commission

**RULES AND REGULATIONS**

2.5 Payment Arrangements (Continued)

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month in which service is provided. Usage charges will be billed in arrears. (CP)(AT)  
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2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. A monthly late payment charge of 1.5% will be applied to past due amounts.

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

Missouri Public

REC'D APR 24 2001

Service Commission

Missouri Public

FILED MAY 24 2001

Service Commission

ISSUED: April 24, 2001

EFFECTIVE: May 24, 2001

By: G. Michael Cassity, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**Cancelled**

September 20, 2006

Missouri Public  
Service Commission

**RULES AND REGULATIONS**

**RECEIVED**

**SEP - 7 1999**

**2.5 Payment Arrangements (Continued)**

**2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

**MO. PUBLIC SERVICE COMMISSION**

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in arrears of the month in which service is provided.

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. A monthly late payment charge of 1.5% will be applied to past due amounts. (CT)  
(CT)

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

**CANCELLED**

**MAY 24 2001**  
*2ND RP 33*  
**Public Service Commission**  
**MISSOURI**

**Missouri Public**  
**Service Commission**

**FILED OCT 30 1999**

ISSUED: September 7, 1999

EFFECTIVE: October 7, 1999

BY: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.5 Payment Arrangements (Continued)

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in arrears of the month in which service is provided.

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due.

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

CANCELLED

OCT 07 1999

L. 1 RS #33  
Public Service Commission  
MISSOURI

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Service Commission  
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FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017

**RULES AND REGULATIONS****2.5 Payment Arrangements (Continued)****2.5.2 Billing and Collection of Charges (Continued)**

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

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(MT)

2.5.2.6 A \$7.50 Payment Convenience Charge will apply each time a Customer authorizes payment of outstanding charges over the telephone, and when the method of payment (credit card or check) allows the payment to be immediately credited to the Customer's account. The Customer will be informed of the Payment Convenience Charge prior to completing the request. This charge does not apply to payments that are mailed in, automatic funds transfer, payments made through the Company's website ([www.nuvox.com](http://www.nuvox.com)), or payment by any other electronic means offered by the Company that does not require an agent's interaction.

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**2.5.3 Disputed Bills**

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Missouri Public Service Commission in accordance with the Commission's rules of procedure.

2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

2.5.3.2 The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

**2.5.4 Advance Payments**

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

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ISSUED: April 10, 2008

EFFECTIVE: May 10, 2008

By: Edward J. Cadieux, Senior Regulatory Counsel  
12400 Olive Blvd., Suite 430  
Chesterfield, MO 63141

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Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

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Missouri Public  
Service Commission

RULES AND REGULATIONS

Missouri Public  
Service Commission

2.5 Payment Arrangements (Continued)

REC'D MAR 22 1999

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Missouri Public Service Commission in accordance with the Commission's rules of procedure.

2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

2.5.3.2 The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.4 Advance Payments

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

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By: Jerry Howe, President and Chief Operating Officer  
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CANCELLED  
May 10, 2008  
Missouri Public  
Service Commission

## RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.5 Payment Arrangements (Continued)2.5.5 Deposits

2.5.5.1 Subject to the applicable regulations of the Missouri Public Service Commission, applicants for service or existing Customer's who cannot establish a satisfactory credit standing with the Company may be required to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. Except as otherwise specifically limited by applicable regulations of the Missouri Public Service Commission, the deposit will not exceed an amount equal to:

- (a) two month's charges for a service or facility which has a minimum payment period of one month; or
- (b) The charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. Such deposit may be refunded to the Customer's account at any time, but in any event shall be refunded as required by applicable regulations of the Missouri Public Service Commission. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

2.5.5.2 A deposit may be required in addition to an advance payment.

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By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017



RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.5 Payment Arrangements (Continued)

2.5.5 Deposits (Continued)

2.5.5.3 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at the Customer's option, return the deposit or credit it to the Customer's account. The Company shall refund deposits and accrued interest in a manner consistent with the applicable regulations of the Missouri Public Service Commission.

2.5.5.4 Deposits held will accrue interest at one percent (1%) above the prime lending rate as published in the Wall Street Journal for the last business day of September, to be adjusted annually on October 1. Interest is credited to the customer annually, or upon termination of the service, or upon return of the deposit by the Company.

2.5.6 Discontinuance of Service

2.5.6.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the Customer, and by otherwise complying with applicable regulations of the Missouri Public Service Commission, discontinue or suspend service without incurring any liability.

2.5.6.2 Upon violation of any of the other material terms or conditions for furnishing service, the Company may, by giving 30 days' prior notice in writing to the Customer, and by otherwise complying with applicable regulations of the Missouri Public Service Commission, discontinue or suspend service without incurring any liability if such violation continues during that period.

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

2.5 Payment Arrangements (Continued)

REC'D MAR 22 1999

2.5.6 Discontinuance of Service (Continued)

- 2.5.6.3 Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company may re-establish service by whatever means may be reasonable under the circumstances (including by replacement of the affected facilities or resale of another carrier's services or facilities). The company may seek to modify its service area to reflect the loss of facilities.
- 2.5.6.4 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the customer, immediately discontinue or suspend service without incurring any liability, except to the extent such action is restricted by applicable regulations of the Missouri Public Service Commission.
- 2.5.6.5 Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue or suspend service without incurring any liability.
- 2.5.6.6 The Company may, to the extent permitted by applicable regulations of the Missouri Public Service Commission, discontinue the furnishing of any and/or all service(s) to a Customer without incurring any liability:
- A. Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this sub-section A. (1-6) if:

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By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

2.5 Payment Arrangements (Continued)

REC'D MAR 22 1999

2.5.6 Discontinuance of Service (Continued)

2.5.6.6 A. (Continued)

- (1) The Customer refuses to furnish information to the Company regarding the Customer's creditworthiness, its past or current use of common carrier communications services or its planned use of service(s); or
- (2) The Customer provides false information to the Company regarding the Customer's identity, address, creditworthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or
- (3) The Customer has been given ten (10) day written notice by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the Customer either subscribes or had subscribed or used; or
- (4) The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
  - (a) Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this tariff; or
  - (b) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
  - (c) Any other fraudulent means or devices; or

~~CANCELLED~~  
MAY 24 2001  
1st RP 38  
By Public Service Commission  
MISSOURI

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**RULES AND REGULATIONS**

**2.5 Payment Arrangements (Continued)**

**2.5.6 Discontinuance of Service (Continued)**

- (5) Use of service in such a manner as to interfere with the service of other users; or
- (6) Use of service for unlawful purposes.
- B. Upon written notice to a Customer who has failed to pay any sum within 30 days of the date when payment was due;
- C. Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5; or
- D. Thirteen (13) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within that thirteen (13) day period; or
- E. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- F. Upon the Company's discontinuance of service to the Customer under Section 2.5.6, all applicable charges, including termination charges, shall become due. (CT)  
This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

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EFFECTIVE: October 20, 2003

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
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By: G. Michael Cassity, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**Filed**  
Missouri Public  
Service Commission

**RULES AND REGULATIONS**

Missouri Public  
Service Commission

2.5 Payment Arrangements (Continued)

REC'D MAR 22 1999

2.5.6 Discontinuance of Service (Continued)

- (5) Use of service in such a manner as to interfere with the service of other users; or
- (6) Use of service for unlawful purposes.
- B. Upon written notice to a Customer who has failed to pay any sum within 30 days of the date when payment was due;
- C. Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5; or
- D. Thirteen (13) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within that thirteen (13) day period; or
- E. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- F. Upon the Company's discontinuance of service to the Customer under Section 2.5.6.1 or 2.5.6.2, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

**CANCELLED**

OCT 20 2003  
by 1st RS 39  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

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FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.6 Allowances for Interruptions of Service

- 2.6.1 Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.6 Allowances for Interruptions of Service

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service of Company;
- B. Interruptions due to the negligence of any person other than the Company including but not limited to the Customer or other common carriers connected to the Company's facilities;
- C. Interruptions due to the failure or malfunction of non-Company equipment;
- D. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. Interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- F. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. Interruption of service due to circumstances or causes beyond the control of the Company.

- 2.6.3 Use of Alternative Service Provided by the Company: Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

RULES AND REGULATIONS

Missouri Public  
Service Commission

2.7 Cancellation of Service

REC'D MAR 22 1999

2.7.1 Cancellation of Application for Service

- 2.7.1.1 Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- 2.7.1.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- 2.7.1.3 The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

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CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

TN-2010-0296; YC-2010-0626



## RULES AND REGULATIONS

### 2.7 Cancellation of Service (Continued)

#### 2.7.2 Cancellation of Service by the Customer

If a customer is disconnected under Section 2.5.6, or cancels a Service Order or terminates services (AT) before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.5.2, all costs, fees and expenses incurred in connection with:

- A. all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- C. all Recurring Charges specified in the applicable Service Order for the balance of the then current term.

### 2.8 Transfer and Assignments

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

ISSUED: September 20, 2003

EFFECTIVE: October 20, 2003

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

By: G. Michael Cassity, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**Filed**  
Missouri Public  
Service Commission

## RULES AND REGULATIONS

Missouri Public  
Service Commission

REC'D MAR 22 1999

2.7 Cancellation of Service (Continued)2.7.2 Cancellation of Service by the Customer

If a customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.5.2, all costs, fees and expenses incurred in connection with:

- A. all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- C. all Recurring Charges specified in the applicable Service Order for the balance of the then current term.

2.8 Transfer and Assignments

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

CANCELLED

OCT 20 2003  
1st RS 43  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**SERVICE CONNECTION CHARGES****3.4 Service Connection Charge Applications –Obsolete – See Section 3.5**

(AT)

3.4.1 Non-recurring charges associated with specific services are identified under each tariff section where the rate is applied.

3.4.2 Additional Non-recurring charges may apply, as specified in each of the tariff sections. The following list identifies major service categories for Service Connection Charges and the associated rates.

	<u>Business Service Connection</u>
Line Restoral (per line/per trunk)	\$89.25 <sup>(1)</sup>
PIC Change (per line)	\$10.00
Suspension of Service Restoral Charge (per line/per trunk)	\$89.25 <sup>(2)</sup>
Number Change (per access line)	\$50.00
Records Change/Supersedure	\$25.00
Establish, Change from one type of hunting to another, or rearrange hunting sequence, per hunt group	\$25.00
Move Outside of Service Area (per line)	\$50.00 <sup>(3)</sup>
Delete Charge (per line)	\$50.00 <sup>(4)</sup>

<sup>(1)</sup> Applies for line/trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, nonrecurring charges for new service apply.

<sup>(2)</sup> Applies for line/trunk restoral after customer-initiated suspension.

<sup>(3)</sup> Applies in lieu of contract early termination charges when customer moves outside of NuVox's tariffed service area. This rate is obsolete and applies only to existing customers at existing locations for the duration of their current contracts.

<sup>(4)</sup> Applies in lieu of early contract termination charges, provided the customer's cancelled lines do not exceed 25% of the total voice/data lines; the customer does not fall below minimum service terms; the customer does not have full-1 or ISDN products; and the customer's account payments are current. Deletion of lines may make the customer eligible for quantity, promotional or other special pricing. This rate is obsolete and applies only to existing customers at existing locations for the duration of their current contracts.

ISSUED: December 8, 2006

EFFECTIVE: January 8, 2007

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**

Missouri Public  
Service Commission

**SERVICE CONNECTION CHARGES****3.4 Service Connection Charge Applications**

3.4.1 Non-recurring charges associated with specific services are identified under each tariff section where the rate is applied.

3.4.2 Additional Non-recurring charges may apply, as specified in each of the tariff sections. The following list identifies major service categories for Service Connection Charges and the associated rates.

	<u>Business Service Connection</u>
Line Restoral (per line/per trunk)	\$89.25 <sup>(1)</sup>
PIC Change (per line)	\$10.00
Suspension of Service Restoral Charge (per line/per trunk)	\$89.25 <sup>(2)</sup>
Number Change (per access line)	\$50.00
Records Change/Supersedure	\$25.00
Establish, Change from one type of hunting to another, or rearrange hunting sequence, per hunt group	\$25.00
Move Outside of Service Area (per line)	\$50.00 <sup>(3)</sup>
Delete Charge (per line)	\$50.00 <sup>(4)</sup>

<sup>(1)</sup> Applies for line/trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, nonrecurring charges for new service apply.

<sup>(2)</sup> Applies for line/trunk restoral after customer-initiated suspension.

<sup>(3)</sup> Applies in lieu of contract early termination charges when customer moves outside of NuVox's tariffed service area. This rate is obsolete and applies only to existing customers at existing locations for the duration of their current contracts.

(CP)  
(CP)

<sup>(4)</sup> Applies in lieu of early contract termination charges, provided the customer's cancelled lines do not exceed 25% of the total voice/data lines; the customer does not fall below minimum service terms; the customer does not have full-I or ISDN products; and the customer's account payments are current. Deletion of lines may make the customer eligible for quantity, promotional or other special pricing. This rate is obsolete and applies only to existing customers at existing locations for the duration of their current contracts.

(CP)  
(CP)

ISSUED: September 26, 2005

EFFECTIVE: October 26, 2005

**Cancelled**

January 8, 2007

Missouri Public  
Service Commission

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**

Missouri Public  
Service Commission

**SERVICE CONNECTION CHARGES****3.4 Service Connection Charge Applications**

- 3.4.1 Non-recurring charges associated with specific services are identified under each tariff section where the rate is applied.
- 3.4.2 Additional Non-recurring charges may apply, as specified in each of the tariff sections. The following list identifies major service categories for Service Connection Charges and the associated rates.

	<u>Business</u> <u>Service Connection</u>	
Line Restoral (per line/per trunk)	\$89.25 <sup>(1)</sup>	
PIC Change (per line)	\$10.00	
Suspension of Service Restoral Charge (per line/per trunk)	\$89.25 <sup>(2)</sup>	<b>CANCELLED</b> October 26, 2005
Number Change (per access line)	\$50.00	<b>MISSOURI PUBLIC SERVICE COMMISSION</b>
Records Change/Supersedure	\$25.00	
Establish, Change from one type of hunting to another, or rearrange hunting sequence, per hunt group	\$25.00	
Move Outside of Service Area (per line)	\$50.00 <sup>(3)</sup>	(NR)
Delete Charge (per line)	\$50.00 <sup>(4)</sup>	(NR)

<sup>(1)</sup> Applies for line/trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, nonrecurring charges for new service apply.

<sup>(2)</sup> Applies for line/trunk restoral after customer-initiated suspension.

<sup>(3)</sup> Applies in lieu of contract early termination charges when customer moves outside of NuVox's tariffed service area.

<sup>(4)</sup> Applies in lieu of early contract termination charges, provided the customer's cancelled lines do not exceed 25% of the total voice/data lines; the customer does not fall below minimum service terms; the customer does not have full T-1 or ISDN products; and the customer's account payments are current. Deletion of lines may make the customer ineligible for quantity, promotional or other special pricing.

**SERVICE CONNECTION CHARGES****3.4 Service Connection Charge Applications**

3.4.1 Non-recurring charges associated with specific services are identified under each tariff section where the rate is applied.

3.4.2 Additional Non-recurring charges may apply, as specified in each of the tariff sections. The following list identifies major service categories for Service Connection Charges and the associated rates.

	<u>Business Service Connection</u>	<b>Missouri Public Service Commission</b>
Line Restoral (per line/per trunk)	\$89.25 <sup>(1)</sup>	REC'D MAR 16 2001
PIC Change (per line)	\$10.00	
Suspension of Service Restoral Charge (per line/per trunk)	\$89.25 <sup>(2)</sup>	
Number Change (per access line)	\$50.00	
Records Change/Supersedure	\$25.00	
Establish, Change from one type of hunting to another, or rearrange hunting sequence, per hunt group	\$25.00	(CT)

**CANCELLED****OCT 30 2002  
2nd RS 47  
Public Service Commission  
MISSOURI****Missouri Public  
Service Commission****FILED APR 16 2001**

<sup>(1)</sup> Applies for line/trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, nonrecurring charges for new service apply.

<sup>(2)</sup> Applies for line/trunk restoral after customer-initiated suspension.

ISSUED: March 16, 2001

EFFECTIVE: April 16, 2001

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## SERVICE CONNECTION CHARGES

Missouri Public  
Service Commission3.4 Service Connection Charge Applications

REC'D MAR 22 1999

- 3.4.1 Non-recurring charges associated with specific services are identified under each tariff section where the rate is applied.
- 3.4.2 Additional Non-recurring charges may apply, as specified in each of the tariff sections. The following list identifies major service categories for Service Connection Charges and the associated rates.

Business  
Service Connection

Line Restoral (per line/per trunk)	\$89.25 <sup>(1)</sup>
PIC Change (per line)	\$10.00
Suspension of Service Restoral Charge (per line/per trunk)	\$89.25 <sup>(2)</sup>
Number Change (per access line)	\$50.00
Records Change/Supersedure	\$25.00
Establish, Change from one type of hunting to another, or rearrange hunting sequence, per access line	\$25.00

**CANCELLED**

APR 16 2001  
by 1st RP47  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

<sup>(1)</sup> Applies for line/trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, nonrecurring charges for new service apply.

<sup>(2)</sup> Applies for line/trunk restoral after customer-initiated suspension.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
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SERVICE CONNECTION CHARGES

Missouri Public  
Service Commission

3.4 Service Connection Charge Applications (Continued)

REC'D MAR 22 1999

- 3.4.3 The Labor Charges outlined below apply whenever a customer premises visit is required, at the customer's request for regulated service, as specified under 3.1: <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup>

Per Hour	\$84.00
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Missouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

<sup>(1)</sup> Applies for installing, rearranging, changing, re-terminating, moving or removing Standard Network Interface or additional terminations of existing access lines.

<sup>(2)</sup> Work performed on the customer's side of the Demarcation Point is billed at the customer's request and expense.

<sup>(3)</sup> Applies for installing, rearranging, changing, reterminating, moving or removing network terminating wire or cable.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



(AT)

**SERVICE CONNECTION CHARGES****3.5 Service Connection Charges for all Services**

Non-recurring charges apply to cover the Company's cost of processing Service Orders for new services and additions/changes to existing services as follows. These charges may apply in addition to Service Installation charges for specific services as noted in applicable sections of this tariff.

<b>Service Connection Charge</b>	<b>Non-Recurring Charge</b>	<b>Applies to:</b>
<b>Channel Charges</b>		
Facility Channel or NetPlus Line	\$75.00	Additions or changes - first Channel.
Additional Channel(s) or NetPlus lines	\$50.00	Maximum order charge of \$125.00 or 2+ channels/lines
Disconnect Channel(s)/or NetPlus Line	\$25.00	Applies per service order at the time of disconnection.
DID Block	\$25.00	Add, change or disconnect up to 60 DID number in blocks of 20
DID Block	\$75.00	Add, change or disconnect 61+ Numbers
Ported DID Block	\$50.00	Add up to 60 Numbers
Ported DID Block	\$150.00	Add 61+ Numbers
Channel Reconfiguration - Voice/Data, T1/PRI, Directionality	\$100.00	Additions or changes per order
Convert Voice/Data Channel	\$50.00	Change per order
PRI Back Up D Channel	\$25.00	Additions or changes per order
<b>Voice Channel Features</b>		
Calling Features, Hunting, Remote Call Forwarding, Signaling, Extended AreaPlus or other secondary order changes	\$25.00	Per service order for additions/changes. Limit of 3 features per order.
<b>Customer Account Charges</b>		
Change Customer/ Company Name	\$50.00	Per order
Change of Billing Address	N/C	
Change of Ownership	\$100.00	Per order
PIC Change	\$5.00	Per change of presubscribed interexchange carrier
Change Telephone Number	\$25.00	Per line
Change Parent/Child Billing	\$150.00	Per order

(AT)

ISSUED: December 8, 2006

EFFECTIVE: January 8, 2007

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
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Chesterfield, MO 63017

**Filed**Missouri Public  
Service Commission

**SERVICE CONNECTION CHARGES**

(AT)

3.5 Service Connection Charges for all Services (Continued)

<u>Service Connection Charge</u>	<u>Non-Recurring Charge</u>	<u>Applies to:</u>
<b>Directory Listings Charges</b>		
Primary, Non-Published, Non-Listed and Other Listings	\$15.00	Per addition or change
Additional Phonebooks	\$5.00	Per book
<b>800/Long Distance Service</b>		
800 #	\$50.00	Add/Change, per order
Ported 800 #	\$75.00	Add/Change, per order
Disconnect 800 Number	\$25.00	Per order, at the time the order is placed
800 Directory Assistance Listing	\$25.00	Per request
Vanity 800 number	\$100.00	Add/Change, per number
Payphone /Non-Payphone Call Blocking	\$25.00	Add/Change, per order
Features –Time of Day or Holiday Routing; Ring-to Number	\$25.00	Add/Change, per order
Geo Routing	\$50.00	
Phone Card Set Up; Additional Phone Card	\$25.00	Per card
Account Codes	\$25.00	Add/Change up to 25 Numbers
Account Codes	\$50.00	Add/Change 26+ Numbers
LD Buckets	\$5.00	Per Add/Change or per order
<b>Restoration of Service</b>	\$50.00	Applies per order for restoration of service and facilities after payment received for suspended service
<b>Reconnection Charge-</b>		
Reconnect - Full	\$250.00	Applies when customer rescinds disconnect order and Company must reorder facility
Reconnect – Partial	\$100.00	Applies when customer rescinds disconnect order but facility still available

(AT)

ISSUED: December 8, 2006

EFFECTIVE: January 8, 2007

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
 16090 Swingley Ridge Road, Suite 450  
 Chesterfield, MO 63017

**Filed**

Missouri Public  
 Service Commission

**SERVICE CONNECTION CHARGES****3.6 Expedited Service Connection Charges**

Customers may request an expedited due date for pending service orders pertaining to initial service installation, or moves, additions, or changes to existing service.

The Company will provide to the Customer an estimate of expedite charges when the Customer requests an expedited due date. The Customer can elect standard installation rather than incurring the estimated charges for expedited service.

Expedited service is offered subject to availability of facilities and resources as well as service order and systems readiness. If the Company accepts, at its option, a request to expedite an order, the Company does not guarantee the requested due date in advance of the normal service order interval. The Company will use its best effort to meet the requested due date. The Company is not liable for vendor or other third-party charges incurred by the Customer if the Company is unable to meet the expedited due date.

A Customer will not be charged an expedite charge in the event the Company is unable to expedite the order. If a Customer requests an expedited date and the Company complies, but the Customer subsequently postpones the due date, expedite charges will still apply.

Non-Recurring Expedite Charges apply in addition to other applicable non-recurring installation and/or Service Connection Charges. The charges apply per order.

<b><u>Lines/Feature Expedite Charges</u></b>	<b><u>Non-Recurring Charge</u></b>
Remote Call Forwarding	\$175.00
Signaling Changes (ground / loop start)	\$175.00
T1 Line Type Conversion (Combo, 2WDID, DID, PRI)	\$175.00
Toll Free Directory Assistance, Feature, Number, Ring-To Changes	\$75.00
Toll Free Number - New Number	\$75.00
Voice Channels - Added to existing T1 voice facilities	\$75.00
Voice Line - New UNE-L with new numbers only	\$175.00
Long Distance - Rate Plan Change	\$75.00
Porting Numbers	1 – 50 lines \$75.00 51+ lines \$175.00
Toll Free Numbers - Ported	1 – 50 lines \$75.00 51+ lines \$175.00
Voice Service added (for first time) to existing T1	\$175.00

(AT)

(AT)

ISSUED: December 17, 2008

EFFECTIVE: January 16, 2009

By: Edward J. Cadieux, Senior Regulatory Counsel  
12400 Olive Blvd., Suite 430  
St. Louis, MO 63141

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

Filed  
Missouri Public  
Service Commission  
JC-2009-0450

**LOCAL EXCHANGE SERVICES****4.1 Description**

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

**4.2 General Regulations**

4.2.1 Service Area: The Company offers service in these three metropolitan areas:

Metropolitan St. Louis Exchanges: St. Louis City; Ferguson; Ladue; Mehlville; Overland; Sappington; Riverview; Webster Groves; Bridgeton; Creve Coeur; Florissant; Kirkwood; Oakville; Spanish Lake; Portage Des Sioux; St. Charles; Wentzville; St. Peters; O'Fallon; Dardenne; Chesterfield; Manchester; Valley Park; Fenton; Maxville; Imperial; Harvester; Pond; Eureka; High Ridge; Antonia; and Herculaneum/Pevely. (AT)  
Metropolitan Kansas City Exchanges: Kansas City; Gladstone; Independence; Parkville; Raytown; South Kansas City; Belton; Blue Springs; East Independence; Lee's Summit; Liberty; Nashua; Tiffany Springs; Farley; Smithville; Grain Valley; and Greenwood. (AT)  
Metropolitan Springfield Exchanges: Springfield City; Rogersville; Strafford; Fair Grove; Willard; Republic; Nixa; Walnut Grove; Ash Grove; Billings; Marionville; and Clever. (AT)  
Branson Exchanges: Branson; Branson West (AT)

These areas are defined in Southwestern Bell d/b/a/ AT&T and Century Telephone's Local Exchange tariffs. (AT)

4.2.2 Local Calling Areas: Local calling is available between all exchanges within each of the three metropolitan service areas. The Company's local calling areas are:<sup>(1)</sup>

Metropolitan St. Louis: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principle Zone; MCA-1; MCA-2; MCA-3; MCA-4; MCA-5; and MCA-6) as defined in the Southwestern Bell Telephone Company Local Exchange tariff. It also includes the East St. Louis and Granite City exchanges in Illinois.<sup>(2)</sup> (AT)  
Metropolitan Kansas City: The local calling area includes the geographic area encompassed within the Kansas City Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff. (AT)  
Metropolitan Springfield: The local calling area includes the geographic area encompassed within the Springfield Metropolitan Exchanges (Principle Zone, MCA-1 and MCA-2). (AT)  
Branson: Branson; Branson West (AT)

These areas are defined in Southwestern Bell d/b/a/ AT&T and Century Telephone's Local Exchange tariffs. (AT)

4.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.

<sup>(1)</sup>Local calling areas apply to service provisioned via Gabriel switching. Incumbent LEC calling areas apply to service provided through incumbent LEC switching.

<sup>(2)</sup>Local calling for customers in the Wentzville, St. Peters, O'Fallon, and Dardenne does not include the Illinois exchanges.

## LOCAL EXCHANGE SERVICES

REC'D OCT 27 2000

4.1 Description

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

4.2 General Regulations

4.2.1 Service Area: The Company offers service in these three metropolitan areas:

Metropolitan St. Louis Exchanges: St. Louis City; Ferguson; Ladue; Mehlville; Overland; Sappington; Riverview; Webster Groves; Bridgeton; Creve Coeur; Florissant; Kirkwood; Oakville; Spanish Lake; Portage Des Sioux; St. Charles; Chesterfield; Manchester; Valley Park; Fenton; Maxville; Imperial; Harvester; Pond; Eureka; High Ridge; Antonia; and Herculaneum/Pevely.

Metropolitan Kansas City Exchanges: Kansas City; Gladstone; Independence; Parkville; Raytown; South Kansas City; Belton; Blue Springs; East Independence; Lee's Summit; Liberty; Nashua; Tiffany Springs; Farley; Smithville; Grain Valley; and Greenwood.

Metropolitan Springfield Exchanges: Springfield City; Rogersville; Strafford; Fair Grove; Willard; Republic; Nixa; Walnut Grove; Ash Grove; Billings; Marionville; and Clever.

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

4.2.2 Local Calling Areas: Local calling is available between all exchanges within each of the three metropolitan service areas. The Company's local calling areas are:<sup>(1)</sup> (AT)

Metropolitan St. Louis: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principle Zone; MCA-1; MCA-2; MCA-3; MCA-4; and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff. (CT)  
(CT)  
(CT)

Metropolitan Kansas City: The local calling area includes the geographic area encompassed within the Kansas City Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

Metropolitan Springfield: The local calling area includes the geographic area encompassed within the Springfield Metropolitan Exchanges (Principle Zone, MCA-1 and MCA-2).

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

4.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.

<sup>(1)</sup>Local calling areas apply to service provisioned via Gabriel switching. Incumbent LEC calling areas apply to service provided through incumbent LEC switching.

(AT)  
(AT)

ISSUED: October 27, 2000

EFFECTIVE: November 27, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

Missouri Public  
Service Commission

FILED NOV 27 2000

**LOCAL EXCHANGE SERVICES****4.1 Description**

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

**Missouri Public  
Service Commission****4.2 General Regulations****REC'D FEB 17 2000****4.2.1 Service Area: The Company offers service in these three metropolitan areas:**

Metropolitan St. Louis Exchanges: St. Louis City; Ferguson; Ladue; Mehlville; Overland; Sappington; Riverview; Webster Groves; Bridgeton; Creve Coeur; Florissant; Kirkwood; Oakville; Spanish Lake; Portage Des Sioux; St. Charles; Chesterfield; Manchester; Valley Park; Fenton; Maxville; Imperial; Harvester; Pond; Eureka; High Ridge; Antonia; and Herculaneum/Pevely.

Metropolitan Kansas City Exchanges: Kansas City; Gladstone; Independence; Parkville; Raytown; South Kansas City; Belton; Blue Springs; East Independence; Lee's Summit; Liberty; Nashua; Tiffany Springs; Farley; Smithville; Grain Valley; and Greenwood.

(RT)  
(RT)

Metropolitan Springfield Exchanges: Springfield City; Rogersville; Strafford; Fair Grove; Willard; Republic; Nixa; Walnut Grove; Ash Grove; Billings; Marionville; and Clever.

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

**4.2.2 Local Calling Areas: Local calling is available between all exchanges within each of the three metropolitan service areas. The Company's local calling areas are:**

Metropolitan St. Louis: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principle Zone; MCA-1; MCA-2; MCA-3; MCA-4 including GTE's exchanges of St. Peters, O'Fallon and Dardenne; and MCA-5 including GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

Metropolitan Kansas City: The local calling area includes the geographic area encompassed within the Kansas City Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

Metropolitan Springfield: The local calling area includes the geographic area encompassed within the Springfield Metropolitan Exchanges (Principle Zone, MCA-1 and MCA-2.

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

**4.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.**

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**CANCELLED**

NOV 27 2000

By 312 R P 49  
**Public Service Commission  
MISSOURI****Missouri Public  
Service Commission****FILED MAR 18 2000**

## LOCAL EXCHANGE SERVICES

SEP - 7 1999

4.1 Description

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

4.2 General Regulations4.2.1 Service Area: The Company offers service in these three metropolitan areas:

Metropolitan St. Louis Exchanges: St. Louis City; Ferguson; Ladue; Mehlville; Overland; Sappington; Riverview; Webster Groves; Bridgeton; Creve Coeur; Florissant; Kirkwood; Oakville; Spanish Lake; Portage Des Sioux; St. Charles; Chesterfield; Manchester; Valley Park; Fenton; Maxville; Imperial; Harvester; Pond; Eureka; High Ridge; Antonia; and Herculaneum/Pevely.

Metropolitan Kansas City Exchanges: Kansas City; Gladstone; Independence; Parkville; Raytown; South Kansas City; Bethel (Kansas); Melrose (Kansas); Belton; Blue Springs; East Independence; Lee's Summit; Liberty; Nashua; Tiffany Springs; Bonner Springs (Kansas); Olathe (Kansas); Stanley (Kansas); Farley; Smithville; Grain Valley; and Greenwood.

Metropolitan Springfield Exchanges: Springfield City; Rogersville; Strafford; Fair Grove; Willard; Republic; Nixa; Walnut Grove; Ash Grove; Billings; Marionville; and Clever.

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

4.2.2 Local Calling Areas: Local calling is available between all exchanges within each of the three metropolitan service areas. The Company's local calling areas are: (CT)

Metropolitan St. Louis: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principle Zone; MCA-1; MCA-2; MCA-3; MCA-4 including GTE's exchanges of St. Peters, O'Fallon and Dardenne; and MCA-5 including GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta) as defined in the Southwestern Bell Telephone Company Local Exchange tariff. (AT)

Metropolitan Kansas City: The local calling area includes the geographic area encompassed within the Kansas City Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff. (AT)

Metropolitan Springfield: The local calling area includes the geographic area encompassed within the Springfield Metropolitan Exchanges (Principle Zone, MCA-1 and MCA-2).

4.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.MISSOURI PUBLIC  
Service Commission

FILED OCT 3 1999

ISSUED: September 7, 1999

EFFECTIVE: October 7, 1999

BY: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED

MAR 18 2000

2nd RP 49

By  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

## LOCAL EXCHANGE SERVICES

4.1 Description

REC'D MAR 22 1999

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

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Metropolitan St. Louis Exchanges: St. Louis City; Ferguson; Ladue; Mehlville; Overland; Sappington; Riverview; Webster Groves; Bridgeton; Creve Coeur; Florissant; Kirkwood; Oakville; Spanish Lake; Portage Des Sioux; St. Charles; Chesterfield; Manchester; Valley Park; Fenton; Maxville; Imperial; Harvester; Pond; Eureka; High Ridge; Antonia; and Herculaneum/Pevely.

Metropolitan Kansas City Exchanges: Kansas City; Gladstone; Independence; Parkville; Raytown; South Kansas City; Bethel (Kansas); Melrose (Kansas); Belton; Blue Springs; East Independence; Lee's Summit; Liberty; Nashua; Tiffany Springs; Bonner Springs (Kansas); Olathe (Kansas); Stanley (Kansas); Farley; Smithville; Grain Valley; and Greenwood.

Metropolitan Springfield Exchanges: Springfield City; Rogersville; Strafford; Fair Grove; Willard; Republic; Nixa; Walnut Grove; Ash Grove; Billings; Marionville; and Clever.

These areas are defined in Southwestern Bell Telephone Company's Local Exchange tariffs.

4.2.2 Local Calling Areas: Local calling is available between all Southwestern Bell exchanges within each of the three metropolitan service areas. The Company's local calling areas are:

Metropolitan St. Louis: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

Metropolitan Kansas City: The local calling area includes the geographic area encompassed within the Kansas City Metropolitan Exchanges (Principle Zone, MCA-1, MCA-2, MCA-3, MCA-4 and MCA-5) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

Metropolitan Springfield: The local calling area includes the geographic area encompassed within the Springfield Metropolitan Exchanges (Principle Zone, MCA-1 and MCA-2).

4.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.

CANCELLED

OCT 07 1999

by 1 RS #49  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173

FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



**LOCAL EXCHANGE SERVICES****4.3 Local Calling Service**

Local Calling Service provides a customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges, areas, and zones included in the caller's local calling area. Free local calling within the three local calling areas above is included in monthly recurring line and trunk rates in Section 5. Customers can call anywhere within the St. Louis, Kansas City and Springfield local calling areas. Calls terminating outside the customer's local calling area are subject to toll charges.

**4.4 Emergency Services (Enhanced 911)**

- 4.4.1 Emergency service (Enhanced 911) allows customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).
- 4.4.2 The Company is obligated to supply the E911 service provider in the Company's service area with accurate information necessary to update the E911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- 4.4.3 At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusive owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.4.4 The Company will be obligated to provide facilities to route calls from end-users to the proper PSAP. The Company recognizes the authority of the E911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.4.5 The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate government entity pursuant to RSMo 190.310.

**4.5 Telecommunications Relay Service (TRS)**

Telecommunications relay service enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices, to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls.

**4.6 Missouri Universal Service Fund (USF)**

The Company will bill each Customer a surcharge equal to the Missouri Universal Service Fund percentage ordered by the Commission. The surcharge will appear on the invoice as a separate "Missouri Universal Service Fund" line item. The surcharge percentage will be applied to each customer's total charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues as specified in 4 CSR 240-31.010(12).

(AT)

(AT)

ISSUED: March 24, 2005

EFFECTIVE: April 24, 2005

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
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**Filed**  
Missouri Public  
Service Commission

RECEIVED

## LOCAL EXCHANGE SERVICES

SEP - 7 1999

4.3 Local Calling Service

Local Calling Service provides a customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges, areas, and zones included in the caller's local calling area. Free local calling within the three local calling areas above is included in monthly recurring line and trunk rates in Section 5. Customers can call anywhere within the St. Louis, Kansas City and Springfield local calling areas. Calls terminating outside the customer's local calling area are subject to toll charges. (CT)

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- 4.4.2 The Company is obligated to supply the E911 service provider in the Company's service area with accurate information necessary to update the E911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- 4.4.3 At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusive owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.4.4 The Company will be obligated to provide facilities to route calls from end-users to the proper PSAP. The Company recognizes the authority of the E911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.4.5 The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate government entity pursuant to RSMo 190.310.

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Missouri Public  
Service Commission

FILED OCT 3 7 1999

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EFFECTIVE: October 7, 1999

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Missouri Public  
Service Commission

## LOCAL EXCHANGE SERVICES

REC'D MAR 22 1999

4.3 Local Calling Service

Local Calling Service provides a customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges, areas, and zones included in the caller's local calling area. Free local calling within the three local calling areas above is included in monthly recurring line and trunk rates in Section 5. Customers can call anywhere within the St. Louis, Kansas City and Springfield serving areas. Calls terminating outside the customer's serving area are subject to toll charges.

4.4 Emergency Services (Enhanced 911)

- 4.4.1 Emergency service (Enhanced 911) allows customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).
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- 4.4.3 At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusive owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
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CANCELLED

OCT 07 1999

By JRS #50  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## LOCAL EXCHANGE SERVICES

Missouri Public  
Service Commission4.6 Caller ID Regulations

REC'D FEB 17 2000

The following regulations apply to the Caller ID feature:

- 4.6.1 This feature enables the customer to view on a display unit the name (where available) and number, information on incoming calls. When Caller ID is activated on a customer's line, the calling name and number is displayed at the first, long silent interval of the ringing cycle.
- 4.6.2 Per line blocking for the delivery of name and number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state, and local law enforcement agencies. Name and number information will not be transmitted from a line equipped with this capability.
- 4.6.3 Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their calling name and number information on a per call basis, at no charge, by dialing an access code (\*82 for Touch-tone or 1182 for rotary) immediately before placing a call.
- 4.6.4 Any calling party may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch-tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.
- 4.6.5 If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of name and number will not be provided on calls originating from Customer Owned Pay Telephones.
- 4.6.6 Caller ID customers will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.
- 4.6.7 Caller ID information is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. Name and number information will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. Name and number information will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

(N)

Missouri Public  
Service Commission

FILED MAR 18 2000

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

**Missouri Public  
Service Commission**

REC'D FEB 17 2000

4.6 Caller ID Regulations (Continued)

- 4.6.8 Caller ID information may not be sold or given to another party without the caller's written permission. Information may only be used for (a) routing or completing of calls; (b) billing of calls; (c) account management purposes; (d) services directly related to the call or transaction; (e) verification of calling party identity; and (f) marketing products or services that are directly related to those previously acquired by the customers from the Caller ID subscriber. This applies if the Caller ID subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.

(N)

**Missouri Public  
Service Commission**

FILED MAR 18 2000

ISSUED: February 17, 2000

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By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

**GABRIEL<sup>SM</sup> INTEGRALL BUSINESS SERVICES - Obsolete<sup>(1)</sup>**

(AT)

**5.1 Value Business Lines**

Missouri Public  
Service Commission

REC'D FEB 17 2000

**5.1.1 Description**

Value Business Lines provide customers with a single voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Business Lines are provided for the connection of customer provided wiring, station sets, facsimile machines, or key systems.

**5.1.2 Standard Features**

Touch-tone  
Caller ID Number and Name Delivery (where available)  
Call Forwarding Variable  
Hunting

**5.2 Digital Business Trunks**

**5.2.1 Description**

Digital Business Trunks provide customers with connection to the Company's switch via a fractional or full DS-1 digital transmission facility operating at 1.544 MBPS and time division multiplexed into voice-grade telephonic communications channels. Customers may order individual channels up to 24 channels per DS-1. Customers may employ Digital Business Trunks in order to connect PBX or trunk-capable key systems to the Company's switch.

**5.2.2 Standard Features**

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Multi-Frequency (MF)  
Hunting  
Directionality: DID/DOD or two way, as specified by the Customer

**5.2.3 Optional Features:**

DID Telephone Numbers – Group of 10 Numbers  
DID Telephone Numbers – Group of 20 Numbers  
DID Telephone Numbers – Group of 100 Numbers  
Calling Number Delivery

Missouri Public  
Service Commission

FILED MAR 18 2000

<sup>(1)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

(AT)  
(AT)

GABRIEL<sup>SM</sup> INTEGRAL BUSINESS SERVICES

Missouri Public  
Service Commission

5.1 Value Business Lines

MAR 22 1999

5.1.1 Description

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Caller ID Number and Name Delivery (where available)  
Call Forwarding Variable  
Hunting

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5.2.3 Optional Features:

DID Telephone Numbers – Group of 10 Numbers  
DID Telephone Numbers – Group of 20 Numbers  
DID Telephone Numbers – Group of 100 Numbers  
Calling Number Delivery

**CANCELLED**

MAR 18 2000

By 1st RPSI  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission  
99-173

FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(1)</sup>**

(AT)

**Missouri Public  
Service Commission****5.3 Caller ID Regulations**The following regulations apply to the Caller ID feature offered on lines and trunks: **REC'D FEB 17 2000**

- 5.3.1 This feature enables the customer to view on a display unit the name (where available) and number, information on incoming calls. When Caller ID is activated on a customer's line, the calling name and number is displayed at the first, long silent interval of the ringing cycle.
- 5.3.2 Per line blocking for the delivery of name and number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state, and local law enforcement agencies. Name and number information will not be transmitted from a line equipped with this capability.
- 5.3.3 Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their calling name and number information on a per call basis, at no charge, by dialing an access code (\*82 for Touch-tone or 1182 for rotary) immediately before placing a call.
- 5.3.4 Any calling party may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch-tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.
- 5.3.5 If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of name and number will not be provided on calls originating from Customer Owned Pay Telephones.
- 5.3.6 Caller ID customers will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.
- 5.3.7 Caller ID information is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. Name and number information will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. Name and number information will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

<sup>(1)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

(AT)  
(AT)**Missouri Public  
Service Commission****FILED MAR 18 2000**

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

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May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626



## GABRIEL INTEGRAL BUSINESS SERVICES

Missouri Public  
Service Commission5.3 Caller ID Regulations

REC'D MAR 22 1999

The following regulations apply to the Caller ID feature offered on lines and trunks:

- 5.3.1 This feature enables the customer to view on a display unit the name (where available) and number, information on incoming calls. When Caller ID is activated on a customer's line, the calling name and number is displayed at the first, long silent interval of the ringing cycle.
- 5.3.2 Per line blocking for the delivery of name and number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state, and local law enforcement agencies. Name and number information will not be transmitted from a line equipped with this capability.
- 5.3.3 Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their calling name and number information on a per call basis, at no charge, by dialing an access code (\*82 for Touch-tone or 1182 for rotary) immediately before placing a call.
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By 151 RP 52

Public Service Commission  
MISSOURIMissouri Public  
Service Commission

99 - 173

FILED MAY 06 1999

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EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
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GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(1)</sup> (AT)  
Missouri Public Service Commission

5.3 Caller ID Regulations (Continued)

REC'D FEB 17 2000

5.3.8 The Company shall not be liable for any claims for damages caused or claimed to have been caused by the transmission of Caller ID information.

5.3.9 Caller ID information may not be sold or given to another party without the caller's written permission. Information may only be used for (a) routing or completing of calls; (b) billing of calls; (c) account management purposes; (d) services directly related to the call or transaction; (e) verification of calling party identity; and (f) marketing products or services that are directly related to those previously acquired by the customers from the Caller ID subscriber. This applies if the Caller ID subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.

Missouri Public Service Commission

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<sup>(1)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

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(AT)  
(AT)

By: Jerry Howe, President and Chief Operating Officer  
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CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

GABRIEL INTEGRALL BUSINESS SERVICES

Missouri Public  
Service Commission

5.3 Caller ID Regulations (Continued)

REC'D MAR 22 1999

- 5.3.8 The Company shall not be liable for any claims for damages caused or claimed to have been caused by the transmission of Caller ID information.
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**CANCELLED**

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Public Service Commission  
MISSOURI

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EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(1)</sup>

Missouri Public  
Service Commission

(AT)

5.4 Payment Plan

REC'D FEB 17 2000

Customers pay a fixed monthly rate for a specified contract term. The customer may choose a 1, 2 or 3 year contract. During the course of the contract, fixed rates (recurring and non-recurring) are not subject to Company initiated rate changes. All nonrecurring charges can be spread over a maximum of 12 months in equal monthly payments. Any customer terminating a contract prior to the end of the term is liable for paying 100% of the remaining balance of recurring and non-recurring charges for the entire term contracted. These remaining payments are due immediately.

Missouri Public  
Service Commission

FILED MAR 18 2000

<sup>(1)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

(AT)

(AT)

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

Missouri Public  
Service Commission

## GABRIEL INTEGRAL BUSINESS SERVICES

REC'D MAR 22 1999

5.4 Payment Plan

Customers pay a fixed monthly rate for a specified contract term. The customer may choose a 1, 2 or 3 year contract. During the course of the contract, fixed rates (recurring and non-recurring) are not subject to Company initiated rate changes. All nonrecurring charges can be spread over a maximum of 12 months in equal monthly payments. Any customer terminating a contract prior to the end of the term is liable for paying 100% of the remaining balance of recurring and non-recurring charges for the entire term contracted. These remaining payments are due immediately.

**CANCELLED**

MAR 18 2000

By 1ST RP 54  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission99-173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(3)</sup>****5.5 Rates****5.5.1 St. Louis/Kansas City Rates**

	<b>Non- Recurring (1)</b>	<b>Monthly Rate/ 1 Year Contract</b>	<b>Monthly Rate/ 2 Year Contract</b>	<b>Monthly Rate/ 3 Year Contract</b>	
<b>Value Business Lines<sup>(2)</sup></b>					(CR)
Per Line, Flat Rate	\$57.75	\$64.73	\$61.65	\$58.57	
<b>Digital Business Trunks<sup>(2)</sup></b>					
Per Arrangement	\$735.00	\$272.29	\$215.78	\$205.50	
Per Trunk, Flat Rate	\$78.75	\$64.73	\$61.65	\$58.57	
<b>Optional Features</b>					
DID - 10 Numbers	\$165.00	\$5.14	\$5.14	\$5.14	
DID - 20 Numbers	\$165.00	\$10.28	\$10.28	\$10.28	
DID - 100 Numbers	\$165.00	\$23.63	\$23.63	\$23.63	
Calling Number Delivery, Per Arrangement	\$100.00	\$102.75	\$102.75	\$102.75	(CR)

(1) Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

(2) Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

(3) The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

ISSUED: December 30, 2005

EFFECTIVE: February 1, 2006

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

TN-2010-0296; YC-2010-0626

**Filed**  
Missouri Public  
Service Commission

**GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(3)</sup>****5.5 Rates****5.5.1 St. Louis/Kansas City Rates**

	<b>Non- Recurring (1)</b>	<b>Monthly Rate/ 1 Year Contract</b>	<b>Monthly Rate/ 2 Year Contract</b>	<b>Monthly Rate/ 3 Year Contract</b>	
<b>Value Business Lines<sup>(2)</sup></b>					(CR)
Per Line, Flat Rate	\$57.75	\$63.00	\$60.00	\$57.00	
<b>Digital Business Trunks<sup>(2)</sup></b>					(CR)
Per Arrangement	\$735.00	\$265.00	\$210.00	\$200.00	(CR)
Per Trunk, Flat Rate	\$78.75	\$63.00	\$60.00	\$57.00	
<b>Optional Features</b>					
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00	
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00	
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00	
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00	

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

<sup>(1)</sup> Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

<sup>(2)</sup> Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

<sup>(3)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

**GABRIEL INTEGRAL BUSINESS SERVICES - Obsolete<sup>(3)</sup>**

(AT)

## 5.5 Rates

**Missouri Public  
Service Commission**

## 5.5.1 St. Louis/Kansas City Rates

REC'D FEB 17 2000

	Non- Recurring (1)	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
<b>Value Business Lines<sup>(2)</sup></b>				
Per Line, Flat Rate	\$55.00	\$63.00	\$60.00	\$57.00
<b>Digital Business Trunks<sup>(2)</sup></b>				
Per Arrangement	\$700.00	\$265.00	\$210.00	\$200.00
Per Trunk, Flat Rate	\$75.00	\$63.00	\$60.00	\$57.00
<b>Optional Features</b>				
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00

**Missouri Public  
Service Commission**

FILED MAR 18 2000

(1) Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

(2) Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

(3) The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

(AT)

(AT)

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017



REC'D MAR 22 1999

5.5 Rates

## 5.5.1 St. Louis/Kansas City Rates

	Non- Recurring (1)	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
<b>Value Business Lines<sup>(2)</sup></b>				
Per Line, Flat Rate	\$55.00	\$63.00	\$60.00	\$57.00
<b>Digital Business Trunks<sup>(2)</sup></b>				
Per Arrangement	\$700.00	\$265.00	\$210.00	\$200.00
Per Trunk, Flat Rate	\$75.00	\$63.00	\$60.00	\$57.00
<b>Optional Features</b>				
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00

**CANCELLED**

MAR 18 2000

By 1st RPSS  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

<sup>(1)</sup> Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

<sup>(2)</sup> Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.1.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

**GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(3)</sup>****5.5 Rates (Continued)****5.5.2 Springfield Rates**

	<b>Non- Recurring (1)</b>	<b>Monthly Rate/ 1 Year Contract</b>	<b>Monthly Rate/ 2 Year Contract</b>	<b>Monthly Rate/ 3 Year Contract</b>	
<b>Value Business Lines<sup>(2)</sup></b>					(CR)
Per Line, Flat Rate	\$57.65	\$54.46	\$51.38	\$48.28	
<b>Digital BusinessTrunks<sup>(2)</sup></b>					
Per Arrangement	\$735.00	\$272.29	\$215.78	\$205.50	
Per Trunk, Flat Rate	\$78.75	\$54.46	\$51.38	\$48.28	
<b>Optional Features</b>					
DID - 10 Numbers	\$165.00	\$5.14	\$5.14	\$5.14	
DID - 20 Numbers	\$165.00	\$10.28	\$10.28	\$10.28	
DID - 100 Numbers	\$165.00	\$23.63	\$23.63	\$23.63	
Calling Number Delivery, Per Arrangement	\$100.00	\$102.75	\$102.75	\$102.75	(CR)

<sup>(1)</sup> Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

<sup>(2)</sup> Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

<sup>(3)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

ISSUED: December 30, 2005

EFFECTIVE: February 1, 2006

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**

Missouri Public  
Service Commission

**GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete <sup>(3)</sup>****5.5 Rates (Continued)****5.5.2 Springfield Rates**

	<b>Non- Recurring (1)</b>	<b>Monthly Rate/ 1 Year Contract</b>	<b>Monthly Rate/ 2 Year Contract</b>	<b>Monthly Rate/ 3 Year Contract</b>	
<b>Value Business Lines<sup>(2)</sup></b>					(CR)
Per Line, Flat Rate	\$57.65	\$53.00	\$50.00	\$47.00	
<b>Digital BusinessTrunks<sup>(2)</sup></b>					(CR)
Per Arrangement	\$735.00	\$265.00	\$210.00	\$200.00	(CR)
Per Trunk, Flat Rate	\$78.75	\$53.00	\$50.00	\$47.00	
<b>Optional Features</b>					
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00	
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00	
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00	
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00	

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

<sup>(1)</sup> Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

<sup>(2)</sup> Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

<sup>(3)</sup> The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

GABRIEL INTEGRALL BUSINESS SERVICES - Obsolete<sup>(3)</sup>

(AT)

~~Missouri Public  
Service Commission~~

## 5.5 Rates (Continued)

REC'D FEB 17 2000

## 5.5.2 Springfield Rates

	Non- Recurring (1)	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
<b>Value Business Lines<sup>(2)</sup></b>				
Per Line, Flat Rate	\$55.00	\$53.00	\$50.00	\$47.00
<b>Digital BusinessTrunks<sup>(2)</sup></b>				
Per Arrangement	\$700.00	\$265.00	\$210.00	\$200.00
Per Trunk, Flat Rate	\$75.00	\$53.00	\$50.00	\$47.00
<b>Optional Features</b>				
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00

~~Missouri Public  
Service Commission~~

FILED MAR 18 2000

(1) Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

(2) Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.2.

(3) The services in this section are obsolete and available only to existing Integrall customers for the duration of their contracts. Additions to service must be made from sections 12 and 13.

(AT)  
(AT)

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## GABRIEL INTEGRALL BUSINESS SERVICES

Missouri Public  
Service Commission

## 5.5 Rates (Continued)

REC'D MAR 22 1999

## 5.5.2 Springfield Rates

	Non- Recurring (1)	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
<b>Value Business Lines<sup>(2)</sup></b>				
Per Line, Flat Rate	\$55.00	\$53.00	\$50.00	\$47.00
<b>Digital BusinessTrunks<sup>(2)</sup></b>				
Per Arrangement	\$700.00	\$265.00	\$210.00	\$200.00
Per Trunk, Flat Rate	\$75.00	\$53.00	\$50.00	\$47.00
<b>Optional Features</b>				
DID - 10 Numbers	\$165.00	\$5.00	\$5.00	\$5.00
DID - 20 Numbers	\$165.00	\$10.00	\$10.00	\$10.00
DID - 100 Numbers	\$165.00	\$23.00	\$23.00	\$23.00
Calling Number Delivery, Per Arrangement	\$100.00	\$100.00	\$100.00	\$100.00

**CANCELLED**

MAR 18 2000

By 1st RP 56  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99-173  
FILED MAY 06 1999

(1) Applies to initial installations and subsequent changes, per line/trunk. Non-recurring charges can be spread over the contract term as specified in 5.4.

(2) Line/trunk rates include the standard features listed in 5.1.2 and 5.2.2 and free local calling as specified in 4.2.1.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

BUSINESS TELEPHONE FEATURES

Missouri Public  
Service Commission

REC'D MAR 22 1999

6.1 General Regulations

- 6.1.1 Business Telephone Features are optional services that when added to customer telephone lines provide additional call management functionality.
- 6.1.2 Business Telephone Features are subject to availability of Company facilities and compatibility with central office equipment. The features are provided subject to compatibility with customer lines and premises equipment.
- 6.1.3 When multiple features are activated on the same line, some features will take precedence over others.
- 6.1.4 Some features are available on a monthly subscription basis. Others are available on a per use (per activation) basis.
- 6.1.5 These features are available with Gabriel<sup>sm</sup> Digital Business Lines and Trunks only.

Missouri Public  
Service Commission  
99 - 173  
FILED MAY 06 1999

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

CANCELLED  
May 27, 2010  
Missouri Public  
Service Commission  
TN-2010-0296; YC-2010-0626

**BUSINESS TELEPHONE FEATURES**6.2 Rates

Feature	Non-Recurring Charge <sup>(1)</sup>	Monthly Recurring Charge/Per Line	Charge Per Use(2)(3)/ Monthly Maximum	
Auto Redial	\$14.50	\$2.81	\$.52/\$4.20	(CR)
Call Forward - Busy	\$14.50	\$3.37		
Call Forward - Don't Answer	\$14.50	\$3.37		
Call Forward - Busy Don't/Answer	\$14.50	\$4.49		
Call Forward - Variable	\$14.50	\$5.05		
Call Return	\$14.50	\$2.81	\$.52/\$4.20	
Call Transfer Disconnect <sup>(4)</sup>	\$14.50	\$4.49		
Call Waiting	\$14.50	\$8.97		
Caller ID	\$14.50	\$8.40		
Priority Call	\$14.50	\$3.37		
Remote Access to Call Forwarding	\$14.50	\$3.09		
Speed Dialing 30	\$14.50	\$2.81		
Three-Way Calling	\$14.50	\$2.81	\$.79/\$6.30	
Toll Restriction	\$8.25	\$22.44		(CR)
900 Blocking	\$14.50	\$0		

<sup>(1)</sup> Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.

<sup>(2)</sup> A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.

<sup>(3)</sup> Blocking of these services is available upon request.

<sup>(4)</sup> Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.

ISSUED: December 8, 2006

EFFECTIVE: January 8, 2007

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017

**Filed**Missouri Public  
Service Commission

**BUSINESS TELEPHONE FEATURES**6.2 Rates

Feature	Non-Recurring Charge <sup>(1)</sup>	Monthly Recurring Charge/Per Line	Charge Per Use <sup>(2)</sup> (3)/ Monthly Maximum	
Auto Redial	\$14.50	\$2.70	\$.52/\$4.20	(CR)
Call Forward - Busy	\$14.50	\$3.24		
Call Forward - Don't Answer	\$14.50	\$3.24		
Call Forward - Busy Don't/Answer	\$14.50	\$4.32		
Call Forward - Variable	\$14.50	\$4.86		
Call Return	\$14.50	\$2.70	\$.52/\$4.20	
Call Transfer Disconnect <sup>(4)</sup>	\$14.50	\$4.32		
Call Waiting	\$14.50	\$8.63		
Caller ID	\$14.50	\$8.08		
Priority Call	\$14.50	\$3.24		
Remote Access to Call Forwarding	\$14.50	\$2.97		
Speed Dialing 30	\$14.50	\$2.70		
Three-Way Calling	\$14.50	\$2.70	\$.79/\$6.30	
Toll Restriction	\$8.25	\$21.58		(CR)
900 Blocking	\$14.50	\$0		

<sup>(1)</sup> Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.

<sup>(2)</sup> A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.

<sup>(3)</sup> Blocking of these services is available upon request.

<sup>(4)</sup> Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.

ISSUED: December 30, 2005

EFFECTIVE: February 1, 2006

**Cancelled**

January 8, 2007

Missouri Public  
Service CommissionBy: Edward J. Cadieux, Senior Regulatory Counsel  
16090 Swingley Ridge Road, Suite 450  
Chesterfield, MO 63017**Filed**Missouri Public  
Service Commission



**BUSINESS TELEPHONE FEATURES****6.2 Rates**

<b>Feature</b>	<b>Non-Recurring Charge<sup>(1)</sup></b>	<b>Monthly Recurring Charge/Per Line</b>	<b>Charge Per Use(2)(3)/ Monthly Maximum</b>	
Auto Redial	\$14.50	\$2.63	\$.52/\$4.20	(CR)
Call Forward - Busy	\$14.50	\$3.15		
Call Forward - Don't Answer	\$14.50	\$3.15		
Call Forward - Busy Don't/Answer	\$14.50	\$4.20		
Call Forward - Variable	\$14.50	\$4.73		
Call Return	\$14.50	\$2.63	\$.52/\$4.20	
Call Transfer Disconnect <sup>(4)</sup>	\$14.50	\$4.20		
Call Waiting	\$14.50	\$8.40		
Caller ID	\$14.50	\$7.86		
Priority Call	\$14.50	\$3.15		
Remote Access to Call Forwarding	\$14.50	\$2.89		
Speed Dialing 30	\$14.50	\$2.63		
Three-Way Calling	\$14.50	\$2.63	\$.79/\$6.30	
Toll Restriction	\$8.25	\$21.00		(CR)
900 Blocking	\$14.50	\$0		

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**<sup>(1)</sup> Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.<sup>(2)</sup> A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.<sup>(3)</sup> Blocking of these services is available upon request.<sup>(4)</sup> Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.

**BUSINESS TELEPHONE FEATURES**6.2 Rates

REC'D NOV 02 2000

Feature	Non-Recurring Charge <sup>(1)</sup>	Monthly Recurring Charge/Per Line	Charge Per Use(2)(3)/ Monthly Maximum	
Auto Redial	\$14.50	\$2.50	\$ .50/\$4.00	
Call Forward - Busy	\$14.50	\$3.00		
Call Forward - Don't Answer	\$14.50	\$3.00		
Call Forward - Busy Don't/Answer	\$14.50	\$4.00		
Call Forward - Variable	\$14.50	\$4.50		
Call Return	\$14.50	\$2.50	\$ .50/\$4.00	
Call Transfer Disconnect <sup>(4)</sup>	\$14.50	\$4.00		(NR)
Call Waiting	\$14.50	\$8.00		
Caller ID	\$14.50	\$7.50		
Priority Call	\$14.50	\$3.00		
Remote Access to Call Forwarding	\$14.50	\$2.75		
Speed Dialing 30	\$14.50	\$2.50		
Three-Way Calling	\$14.50	\$2.50	\$ .75/\$6.00	
Toll Restriction	\$8.25	\$20.00		
900 Blocking	\$14.50	\$0		

**Missouri Public  
Service Commission**

FILED DEC 02 2000

<sup>(1)</sup> Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.<sup>(2)</sup> A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.<sup>(3)</sup> Blocking of these services is available upon request.<sup>(4)</sup> Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.

ISSUED: November 2, 2000

EFFECTIVE: December 2, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## BUSINESS TELEPHONE FEATURES

**Missouri Public  
Service Commission**6.2 Rates

REC'D FEB 17 2000

Feature	Non-Recurring Charge <sup>(1)</sup>	Monthly Recurring Charge/Per Line	Charge Per Use(2)(3)/ Monthly Maximum	
Auto Redial	\$14.50	\$2.50	\$.50/\$4.00	
Call Forward - Busy	\$14.50	\$3.00		
Call Forward - Don't Answer	\$14.50	\$3.00		
Call Forward - Busy Don't/Answer	\$14.50	\$4.00		
Call Forward - Variable	\$14.50	\$4.50		(NR)
Call Return	\$14.50	\$2.50	\$.50/\$4.00	
Call Transfer Disconnect <sup>(4)</sup>	\$14.50	\$8.00		(NR)
Call Waiting	\$14.50	\$8.00		
Caller ID	\$14.50	\$7.50		(NR)
Priority Call	\$14.50	\$3.00		(CT)
Remote Access to Call Forwarding	\$14.50	\$2.75		
Speed Dialing 30	\$14.50	\$2.50		
Three-Way Calling	\$14.50	\$2.50	\$.75/\$6.00	
Toll Restriction	\$8.25	\$20.00		
900 Blocking	\$14.50	\$0		(NR)

**CANCELLED**DEC 02 2000  
BY 2nd RP58  
**Public Service Commission**  
**MISSOURI****Missouri Public  
Service Commission**

FILED MAR 18 2000

<sup>(1)</sup> Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.<sup>(2)</sup> A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.<sup>(3)</sup> Blocking of these services is available upon request.<sup>(4)</sup> Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.(AT)  
(AT)  
(AT)

ISSUED: February 17, 2000

EFFECTIVE: March 18, 2000

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

## BUSINESS TELEPHONE FEATURES

Missouri Public  
Service Commission

## 6.2 Rates

REC'D MAR 22 1999

Feature	Non-Recurring Charge <sup>(1)</sup>	Monthly Recurring Charge/Per Line	Charge Per Use <sup>(2)(3)</sup> / Monthly Maximum
Auto Redial	\$14.50	\$2.50	\$.50/\$4.00
Call Forward - Busy	\$14.50	\$3.00	
Call Forward - Don't Answer	\$14.50	\$3.00	
Call Forward - Busy Don't/Answer	\$14.50	\$4.00	
Call Return	\$14.50	\$2.50	\$.50/\$4.00
Call Waiting	\$14.50	\$8.00	
Distinctive Ringing	\$14.50	\$3.00	
Remote Access to Call Forwarding	\$14.50	\$2.75	
Speed Dialing 30	\$14.50	\$2.50	
Three-Way Calling	\$14.50	\$2.50	\$.75/\$6.00
Toll Restriction	\$8.25	20.00	

CANCELLED

MAR 18 2000

By 1st RP 58  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission  
99 - 173  
FILED MAY 06 1999

(1) Only one non-recurring charge applies when multiple Business Telephone Features are ordered at the same time.

(2) A non-recurring charge does not apply for per use features. Customers are charged for each use of the service. The maximum monthly charges are shown above.

(3) Blocking of these services is available upon request.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
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DIRECTORY LISTINGS

7.1 General Regulations

REC'D MAR 22 1999

- 7.1.1 The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
- 7.1.2 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 7.1.3 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 7.1.4 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 7.1.5 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- 7.1.6 When a customer receives a new telephone number, The Company will offer the Customer intercept and referral service without charge for a period of 30 days. If the customer desires this service, the Company will intercept all calls to the Customer's former telephone number and refer callers to the new telephone number.

Missouri Public  
Service Commission  
99 - 173  
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CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

DIRECTORY LISTINGS

Missouri Public  
Service Commission

7.2 Descriptions

REC'D MAR 22 1999

Directory listings are provided in connection with each Customer service as specified herein.

- 7.2.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional Charge.
- 7.2.2 Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified under 7.3, following.
- 7.2.3 Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance.
- A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2, Rules and Regulations, 2.1.4.15, 2.1.4.16, 2.1.4.17. Charges for Nonpublished Listings are specified under 7.3, following.
- 7.2.4 Nonlisted Numbers: A Nonlisted number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for Nonlisted Listings are specified under 7.3, following.
- 7.2.5 Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.
- 7.2.6 Alternate Listings: Where available, a listing which references a telephone number that is not the primary listing for the Customer. The Customer must provide written verification that the Alternate telephone number is authorized to accept calls. Charges for alternate call listings are specified under 7.3, following.

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Service Commission

By: Jerry Howe, President and Chief Operating Officer  
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TN-2010-0296; YC-2010-0626

## DIRECTORY LISTINGS

Missouri Public  
Service Commission7.3 Rates

REC'D MAR 22 1999

The following charges apply for directory listings specified in 7.2, proceeding: <sup>(1)</sup> <sup>(2)</sup>

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	No Charge	
Additional Listing	\$2.45	\$9.50
Alternate Listing	\$2.45	\$9.50
Non-Published Number <sup>(3)</sup>	\$1.60	\$6.00
Non-Listed Number	\$1.20	\$6.00

Missouri Public  
Service Commission  
99-173

FILED MAY 06 1999

<sup>(1)</sup> Service Connection Charges under Section 3, apply for additions/changes to directory listings.<sup>(2)</sup> Charges apply per listing or per number.<sup>(3)</sup> This charge shall not apply to customers serviced by Telecommunications Devices for the Deaf (TDD).

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EFFECTIVE: May 6, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

By: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017

## MESSAGE TOLL SERVICE

SEP - 7 1999

8.1 Description

Toll service is furnished for telephone communication between telephones in different local calling areas within the state in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff. Directory Assistance and Operator Services surcharges apply to toll calls as appropriate. Services include outbound (switched and dedicated access), inbound (switched and dedicated access), and travel card services. Dedicated toll is provided to customers who receive local and long distance service from the Company. Switched toll is provided to customers who receive long distance service only from the company. Toll service is an optional service available to customers obtaining dial-tone from the company.

(AT)  
(AT)

Outbound toll service offers customers an outbound, "1+" dialed long distance service for calls originating and terminating in the State of Missouri, and is available using either switched access or dedicated origination.

Inbound toll service offers customers an inbound toll service for calls originating and terminating in the State of Missouri, and is available using either switched access or dedicated access termination. This service enables the caller to contact the inbound toll service customer without the caller incurring toll charges. Calls are placed by dialing a toll free "800 or 888 number."

Travel Card service allows the customer to place calls from lines other than the customer's presubscribed location and charge the call to the presubscribed location. The customer may place calls from any touch-tone Telephone in the U.S. by dialing a toll free "800 or 888 number" and entering a personal identification code, followed by the desired telephone number. Travel Card calls are billed at the Company's rates and appear on the customer's monthly long distance bill.

8.2 Timing of Messages

8.2.1 Dedicated outbound and inbound toll service calls are timed in 6 second increments with a 60 second minimum. Switched outbound and inbound toll service calls are timed in 6 second increments with a 60 second minimum. Travel Card service calls are timed in 1 minute increments. (CP)

8.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station. (CP)

8.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an alternate. <sup>(1)</sup>

8.2.4 Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

8.2.5 Calls originating in one time period as defined under 8.3 and terminating in another will be billed the rates in effect at the beginning of six-second increments.

Missouri Public  
Service Commission

FILED OCT 3 7 1999

<sup>(1)</sup> The rates specified under Section 9, Operator Services, may apply.

ISSUED: September 7, 1999

EFFECTIVE: October 7, 1999

CANCELLED

May 27, 2010

Missouri Public

Service Commission

TN-2010-0296; YC-2010-0626

BY: Jerry Howe, President and Chief Operating Officer  
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Chesterfield, MO 63017



## MESSAGE TOLL SERVICE

Missouri Public  
Service Commission8.1 Description

REC'D MAR 22 1999

Toll service is furnished for telephone communication between telephones in different local calling areas within the state in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff. Services include outbound (switched and dedicated access), inbound (switched and dedicated access), and travel card services. Dedicated toll is provided to customers who receive local and long distance service from the Company. Switched toll is provided to customers who receive long distance service only from the company. Toll service is an optional service available to customers obtaining dial-tone from the company.

Outbound toll service offers customers an outbound, "1+" dialed long distance service for calls originating and terminating in the State of Missouri, and is available using either switched access or dedicated origination.

Inbound toll service offers customers an inbound toll service for calls originating and terminating in the State of Missouri, and is available using either switched access or dedicated access termination. This service enables the caller to contact the inbound toll service customer without the caller incurring toll charges. Calls are placed by dialing a toll free "800 or 888 number."

Travel Card service allows the customer to place calls from lines other than the customer's presubscribed location and charge the call to the presubscribed location. The customer may place calls from any touch-tone Telephone in the U.S. by dialing a toll free "800 or 888 number" and entering a personal identification code, followed by the desired telephone number. Travel Card calls are billed at the Company's rates and appear on the customer's monthly long distance bill.

8.2 Timing of Messages

8.2.1 Dedicated outbound and inbound toll service calls are timed in 6 second increments with a 6 second minimum. Switched outbound and inbound toll service calls are timed in 6 second increments with a 30 second minimum. Travel Card service calls are timed in 1 minute increments.

8.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

8.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an alternate. <sup>(1)</sup>

8.2.4 Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

8.2.5 Calls originating in one time period as defined under 8.3 and terminating in another will be billed the rates in effect at the beginning of six-second increments.

CANCELLED

OCT 07 1999

By 1 RS #62  
Public Service Commission  
MISSOURIMissouri Public  
Service Commission

99-173

FILED MAY 06 1999

<sup>(1)</sup> The rates specified under Section 9, Operator Services, may apply.

ISSUED: March 22, 1999

EFFECTIVE: May 6, 1999

By: Jerry Howe, President and Chief Operating Officer  
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