

Suretel, Inc.

P.S.C. MO. No. 2

ACCESS SERVICES

Missouri Public  
Service Commission

RECD DEC 17 2002

Regulations, Rates and Charges  
applying to the provision of Access Service  
for connection to Intrastate communications  
facilities for Intrastate Customers within  
the operating territory of

**Suretel, Inc.**  
in the State of Missouri.

Access Services are provided by means of wire, fiber optics, radio,  
or any other suitable technology or combination thereof.

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Oklahoma City, OK 73127

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CHECK SHEET

Original Check Sheet  
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Title Page and Pages 1 to 106 inclusive of this tariff are effective as of the date shown. Original and revised pages as named below contain all changes from the original tariff that are in effect on the date hereof.

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CONCURRING CARRIERS

NONE

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CONNECTING CARRIERS

NO CONNECTING CARRIERS

OTHER PARTICIPATING CARRIERS

NO OTHER PARTICIPATING CARRIERS

REGISTERED SERVICE MARKS

None

REGISTERED TRADEMARKS

None

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EXPLANATION OF SYMBOLS

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C.....Changed regulation

D.....Discontinued tariff or regulation

I..... Increase

N.....New rate, rule

R.....Reduction

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EXPLANATION OF ABBREVIATIONS

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ANI	Automatic Number Identification
BHMC	Busy Hour Minutes of Capacity
CABS	Carrier Access Billing
CDP	Customer Designated Premises
CI	Channel Interface
CIR	Committed Information Rate
CO	Central Office
CL	Common Line
DA	Directory Assistance
DDD	Direct Distance Dialing
DS	Digital Standard
EF	Entrance Facility
ESS	Electronic Switching System
EU	End User
EUP	End User Port
FCC	Federal Communications Commission
FG	Feature Group

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EXPLANATION OF ABBREVIATIONS (Cont'd) **REC'D DEC 17 2002**

IC	Interexchange Carrier
ICP	Inter-Network Customer Port
LATA	Local Access & Transport Area
LA	Lifeline Assistance
MPB	Meet Point Billing
MTS	Message Toll Service
NEC	New Exchange Carrier
NRC	Nonrecurring Charge
POT	Point of Termination
PVC	Permanent Virtual Connection
RCC	Rural Health Care Corp.
SLC	Schools & Libraries Corp.
SPVC	Standard Permanent Virtual Connection
USF	Universal Service Fund
USAC	Universal Service Administrative Co.
VG	Voice Grade
WATS	Wide Area Telephone Service
WSO	WATS Service Office

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EXPLANATION OF DEFINITIONS

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Access: The ability to enter or exit a local exchange network in order to complete an intrastate communication. A connection between a Customer Premises and the Customer Designated Premises of an interexchange carrier for the transmission of communication information.

Access Charge: Charges assessed to the Customer through which the provider of the switch or facilities is compensated for use of the network components.

Access Service Request (ASR): The order placed with a Local Access Provider (Company) for Access.

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

Carrier Common Line Charge: A charge to recover the non-traffic sensitive portion of the local loop, drop and associated equipment between the end office switch and the end user customer.

Committed Information Rate (CIR):

Company: Suretel, Inc., the issuer of this tariff, a competitive local exchange carrier.

Conditioning: Action taken or equipment provided to ensure appropriate transmission characteristics for specific circuits.

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

Customer Designated Premises (CDP): Premises designed by the customer for the provision of access service.

Customer Node: The equipment located at a customer designated premises that terminates a high speed optical channel and converts the signal from an optical to an electrical format.

Customer Serving Wire Center: The end office or wire center from which a customer normally receives a dial tone. The point for a circuit's first point of trunking or switching.

Dedicated Facility: A facility, circuit or equipment system or subsystem set aside for the sole use of a specific customer.

Dial Tone Office: The local switching center where dial tone is provided for service.

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

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EXPLANATION OF DEFINITIONS (Cont'd)

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End User: Users of local telecommunications carrier's services who are not carriers.

Equal Access: The service which provides trunk connection to switched network services that is equal in type, quality and price to the same service provided to AT&T.

Exchange: The geographic area established by the Company and approved by the regulatory commission for the provision of local telecommunications services.

Fiber Optic Line: 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.

High Capacity Special Services: An Access Service channel for the transmission of isochronous serial data at rates of 1.544, 3.152, 6.312, 44.736 or 274.176 Megabits per second (Mbps).

Hub: A physical arrangement/location where bridging and/or multiplexing functions are provided.

Individual Case Basis (ICB): Pricing arrangement based on unique customer request.

Interexchange Carrier: A carrier engaged in the provision of intrastate, interstate or international telecommunications services.

Kbps: Kilobits, denotes one thousand bits per second.

Local Access and Transport Area: Geographic areas established for defining the territory within which a Bell Operating Company may offer its exchange telecommunications and exchange access services. Other communications entities may be associated with a BOC LATA or Independent Exchange Carriers' Market Service Area.

Mbps: Megabits, denotes millions of bits per second.

Market Service Area: The geographic area established by an Independent Exchange Carrier not associated with a Bell Operating Company LATA within which they may offer exchange or exchange access telecommunications service.

Meet Point: A point designated by two Exchange Carriers for billing purposes.

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EXPLANATION OF DEFINITIONS (Cont'd)

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Mixed Use: The use of Switched Access and Special Access services over the same wideband and high capacity facilities through a common interface.

Multiplexing: The process of combining multiple parallel circuits into a single communications channel.

Network: The Company's fiber optics based facilities and/or purchased facilities as part of an interconnection agreement.

Nonrecurring Charge: A one-time charge, generally applied to activities associated with the establishment of service, construction, rearrangements, and/or optional features and functions.

Optical Carrier Channel: The high speed optical communications path for transporting information utilizing a Synchronous Optical Channel platform.

Optional Features and Functions: These are features and functions a customer may order to improve the quality or utility of Access Services.

Pay Telephone: The term denotes a coin or coinless instrument provided in a public or semipublic place where Payphone Service Provider customers can originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, or (2) using a credit card, or (3) third party billing the call, or (4) calling collect.

Payphone Service Provider: The term denotes an entity that provides pay telephone service, which is the provision of public, semi public or inmate pay telephone service.

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

Presubscription: A process that allows an End User served by an equal access office to select in advance an interexchange carrier automatically for toll communication.

Point of Termination: A physical point within a LATA or Market Service Area at which the Company's responsibility for access service ends.

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EXPLANATION OF DEFINITIONS (Cont'd)Missouri Public  
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Recurring Charges: Monthly charges to the Customer for services, facilities and equipment which continue for the agreed-upon duration of the service.

RMS Jitter: Short-term variations of the significant instants of a digital signal, peak to peak, from their ideal positions in time.

Service Order: A written request for Access Services initiated by the Customer to the Company in the format devised by the Company. It is sometimes referred to as an Access Service request (ASR). The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties set forth herein pursuant to this tariff, but the duration of service is calculated from the Service Commencement Date.

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

Special Access Service: Generally dedicated (private line) facilities between two or more Customer Designated Premises.

Switched Access Service: Access to the Company's local switch network by an interexchange carrier for the purposes of originating and/or terminating jurisdictional communications.

Transport Interconnection Charge: A per-access minute charge applicable to transport per FCC CC Docket No. 91-213, Report and Order, March 5, 1998.

Wire Center: A building in which the Company's switching center is located for the purpose of providing service.

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ACCESS SERVICES

1. APPLICATION OF TARIFF

Missouri Public  
Service Commission

1.1 This tariff sets forth the regulations, rates and charges for the provision of intrastate access service (hereinafter Services) within the state of Missouri provided over the facilities of Suretel, Inc.

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1.2 Services provided to customers of Suretel, Inc., (hereinafter the "Company,") include, but are not limited to Common Line, Switched & Special Access, Optional Features & Functions and other Miscellaneous Access Services associated with the provision of Access Services.

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## ACCESS SERVICES

Missouri Public  
Service Commission2. GENERAL REGULATIONS

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2.1 Undertaking of the Company

## 2.1.1 Scope

The Company undertakes to provide Service(s) and the furnishing of intrastate transmission of information originating and terminating in the State of Missouri.

## 2.1.2 Terms and Conditions

2.1.2.1 Services are provided 24 hours daily, seven days per week except as set forth in other applicable sections of this tariff. Service is provided on the basis of a minimum period of one month. For purposes of computing charges in this tariff, a month is considered to have 30 days.

2.1.2.2 Customers are required to enter written service orders (ASR) with specific descriptions of service(s) ordered as more specifically covered in the Access Ordering (section 3) of this tariff.

2.1.2.3 The Company does not undertake to transmit messages under this tariff or jointly participate in the Customer's communications. The Customer shall be solely responsible for message content.

2.1.2.4 The Company will, for maintenance purposes, test its service to the extent necessary to detect and/or clear troubles.

2.1.2.5 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.

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2. GENERAL REGULATIONS (Cont'd)

Missouri Public  
Service Commission

2.1 Undertaking of the Company (Cont'd)

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2.1.2 Terms and Conditions (Cont'd)

2.1.2.6 Service may be terminated on written notice to the Customer if the Customer is using the service in violation of the tariff or the Customer is using the service in violation of the law.

2.1.2.7 This tariff shall be interpreted and governed by the rules and/or guidelines of the Public Service Commission of Missouri.

2.1.3 Limitations

2.1.3.1 Assignment or Transfer of Services

The Customer may assign or transfer the use of Service(s) provided under this tariff only where there is no interruption of use or relocation of the Service(s). Such assignment or transfer may be made to:

(1) Another Customer, whether an individual, partnership, association or corporation provided the assignee or transferee assumes all outstanding indebtedness for such services, and the unexpired portion of the minimum period and any termination liability applicable to such Service(s).

(2) In all cases of assignment or transfer, the written acknowledgment of the Company is required prior to such assignment or transfer. This acknowledgment shall be made within 15 days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transfer.

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

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2.1.3 Limitations (Cont'd)

2.1.3.1 Assignment or Transfer of Services (Cont'd)

- (3) The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

2.1.3.2 Provisioning Sequence

The services offered herein will be provided to Customers on a first-come, first-served basis. The first-come, first-received sequence shall be based on the received time and date recorded by stamp or other notation by the Company on the Customer's Access Service Request (ASR). ASRs must contain all the required information for each respective service so delineated in other sections of this tariff. The Customer's ASRs will not be deemed to have been received until such information is provided.

2.1.3.3 Ownership of Facilities

The title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors, or successors and assigns.

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

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2.1.3 Limitations (Cont'd)

2.1.3.4 Liability

- 2.1.3.4.1 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 or other defects, representations, or use of these services or arising out of failure to furnish the service, whether caused by acts or omission, shall be limited to an amount which shall not exceed an amount equal to the proportionate charge for the period during which the Service was affected. The grant of such an amount 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 or equipment, or facilities, or the acts or omissions or negligence of the Company's employees or agents.

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

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2.1.3 Limitations (Cont'd)

2.1.3.4 Liability (Cont'd)

2.1.3.4.2 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 U. S. Government, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections, riots, wars; unavailability of rights-of-way or materials; or strikes, lockouts, work stoppages, or other labor difficulties.

2.1.3.4.3 The Company shall not be liable for (a) any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for connection to the Company's Services; or (b) for the acts or omissions of common carriers or warehousemen.

2.1.3.4.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer due to the failure or malfunction of Customer-provided equipment or facilities.

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2. GENERAL REGULATIONS (Cont'd)Missouri Public  
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## 2.1.3 Limitations (Cont'd)

## 2.1.3.4 Liability (Cont'd)

2.1.3.4.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section (2.1.3.4.5) as a condition precedent to such installations.

2.1.3.4.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of Service(s) or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's employees or agents.

2.1.3.4.7 The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from the Customer's use of Service(s), involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

2.1.3 Limitations (Cont'd)

2.1.3.4 Liability (Cont'd)

2.1.3.4.8 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific Service(s) giving rise to the claim. No action or proceeding against the Company shall be commenced more than two years after the Service is rendered.

2.1.3.4.9 The Company makes no warranties or law, statutory representations, express or implied either in fact or by operation of or otherwise, including warranties of merchantability or fitness for a particular use.

2.1.4 Provision of Equipment and Facilities

2.1.4.1 The Company shall use reasonable efforts to make available Service(s) 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 and subject to the availability of services from other carriers relied upon by the Company for the provision of the Company's Service(s). The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.

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

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

2.1.4 Provision of Equipment and Facilities (Cont'd)

2.1.4.3 The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the Service provided the Customer.

2.1.4.4 Equipment the Company provides or installs at the Customer Premises for use in connection with the Service(s) the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.1.4.5 The Customer shall be responsible for the payment of Service charges as set forth herein for visits by the Company's employees or agents to the Premises of the Customer when the Service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.1.4.6 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 or Service(s) offered under this tariff, and to the maintenance and operation of such facilities or Service(s). Subject to 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;

(b) or the reception of signals by Customer-provided Equipment.

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## ACCESS SERVICES

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2.1 Undertaking of the Company (Cont'd)

## 2.1.5 Equipment or Facilities

2.1.5.1 The Company will provide to the Customer, upon reasonable notice, the Service(s) offered in other applicable sections of this tariff at rates and charges specified therein. Service(s) will be made available to the extent that such Service(s) is or can be made available with reasonable effort, and after provision has been made for the Company's telephone exchange services.

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

2.1.5.3 The Service(s) provided under this tariff will include any entrance cable or drop wiring and wire or intra-building cable to that point where provision is made for termination of the Company's outside distribution network facilities at a suitable location inside a customer-designated premises. Such wiring or cable will be installed by the Company or its designee to the Point of Demarcation.

2.1.5.4 The Company may, where such action is reasonably required in the operation of its business, substitute, change or rearrange any facilities used in providing Service(s) under this tariff. The Company shall not be responsible if any such substitution, change or rearrangement renders any customer-furnished equipment or Service(s) obsolete or requires modification or alteration thereof or otherwise affects the operating characteristics of the equipment, facility or Service. The Company will provide reasonable notification to the Customer in writing. The Company will work cooperatively with the Customer and provide reasonable time for any redesign and implementation required by the change in operating characteristics.

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2. GENERAL REGULATIONS (Cont'd)

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2.1 Undertaking of the Company (Cont'd)

2.1.6 Notification of Service-Affecting Activities

2.1.6.1 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' Service(s). No specific advance notice period is applicable to all Service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned Service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer might not be possible.

2.1.7 Non-routine Installation

2.1.7.1 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 installation charges will be adjusted to reflect increases in costs incurred by the Company.

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2. GENERAL REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.8 Special Construction/Special Arrangements

2.1.8.1 Subject to the plans of the Company and to all of the regulations contained in this tariff, special construction or special arrangements to acquire facilities may be undertaken on a reasonable-efforts basis at the request of the Customer. Special construction is that construction undertaken of a type other than that which the Company would normally utilize in furnishing its Service(s): over a route other than that which the Company utilize in furnishing its Service(s); where facilities are not presently available, and no other requirement exists for the facilities so constructed; on a temporary basis until permanent facilities are available; in a quantity greater than that which the Company would normally construct; facilities required on an expedited basis and/or requiring abnormal costs; or in advance of its normal construction.

Special Construction charges will be determined and approved by the Customer prior to the start of such construction.

2.1.8.2 Special arrangements generally refer to the procurement of facilities where Company facilities are not available and where arrangements or agreements from another entity are required to provision the Service. Special arrangements do not normally require additional costs, but may require additional time to provision.

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2. GENERAL REGULATIONS (Cont'd)

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2.2 Obligations of the Customer

The Customer shall be responsible for the following:

- (a) ensuring that the characteristics and methods of operation of any circuits, facilities or equipment not provided by the Company and associated with the facilities utilized to provide Service(s) under this tariff shall not interfere with or impair Service over facilities of the Company; cause damage to their plant; impair privacy or create hazards to employees or the public;
- (b) the Service provided under this tariff shall not be used for an unlawful purpose or used in an abusive manner which would reasonably be expected to frighten, abuse, torment or harass another or interfere with use of Service by one or more other customers;
- (c) Customers who intend to use the Company's offerings for resale and/or for shared use may be required to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and regulations, policies, orders, guidelines and decisions;
- (d) payment of all applicable charges pursuant to this tariff;
- (e) damage to or loss of the Company's facilities or equipment caused by acts or omissions of the Customer; or noncompliance by the Customer; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the Company's employees or agents;
- (f) 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 proper operating environment on such premises;

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2. GENERAL REGULATIONS (Cont'd)Missouri Public  
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- (g) where applicable, obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of cables and associated equipment used to provide services to the Customer from the building service entrance or property line to the location of the equipment space. Any costs associated with the 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;
- (h) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the 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;
- (i) 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 2.2(g) 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, testing, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (j) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and

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2. GENERAL REGULATIONS (Cont'd)

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2.2 Obligations of the Customer (Cont'd)

(k) Customers will use the Service provided by the Company in a manner, and at all times, consistent with the tariff obligations identified herein and shall not utilize the Company's Service(s) in any manner that:

- Interferes with or impairs the Services(s) of the Company, other carriers, or other Customers;
- Causes damage to Company facilities;
- Interferes with the privacy of communications;
- Creates a hazard to the Company's employees or the public; or
- Interferes, frightens, abuses, torments, harasses or unreasonably interferes with the use of the Company's Service by others.

2.2.1 Claims

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

- (a) any loss, destruction, or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees, or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, 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 Service(s) and facilities in a manner not contemplated by the agreement between Customer and Company.

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## ACCESS SERVICES

2. GENERAL REGULATIONS (Cont'd)Missouri Public  
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## 2.3.1 General

A Customer may transmit or receive information or signals via the facilities of the Company. The Company's Services are designed primarily, but not exclusively, for the transmission of voice grade telephonic signals, except as otherwise stated in this tariff. The Company does not guarantee that its Service(s) will be suitable for purposes other than voice grade telephonic communication except as specifically stated in this tariff.

## 2.3.2 Terminal Equipment

2.3.2.1 Terminal equipment on the Customer Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer.

2.3.2.2 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 to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

## 2.3.3 Interconnection of Facilities

2.3.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense. Missouri Public  
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2. GENERAL REGULATIONS (Cont'd)

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2.3 Customer Equipment and Channels (Cont'd)

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2.3.3 Interconnection of Facilities (Cont'd)

2.3.3.2 Communications 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 or contracts of other communications carriers which are applicable to such connections.

2.3.3.3 Facilities furnished under this tariff may be connected to customer provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications pursuant to Part 68 of Title 47, Code of Federal Regulations; and all Customer-provided wiring shall be installed and maintained in compliance with those regulations.

2.3.4 Inspections

2.3.4.1 Upon 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 2.3.2 for the installation, operation and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

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2. GENERAL REGULATIONS (Cont'd)

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2.3 Customer Equipment and Channels (Cont'd)

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2.3.4 Inspections (Cont'd)

2.3.4.2 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.

2.3.5 Prohibited Uses

2.3.5.1 The Service(s) 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, authorization, licenses, consents, and permits.

2.3.5.2 The Company may require applicants for Service who intend to use the Company's offerings for resale and/or shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws, and regulations, policies, guidelines, orders and decisions.

2.3.5.3 The Company may require a Customer to immediately stop its transmission of signals if said transmission is causing interference to others.

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## ACCESS SERVICES

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Service Commission2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements

## 2.4.1 Payment for Service

The Company shall bill on a current basis all charges incurred by and credits due to the Customer under this tariff attributable to Service(s) established or discontinued during the preceding billing period.

The Customer is responsible for the payment of all charges for facilities and Service(s) furnished by the Company. All bills are due 31 days after the bill day (payment date) or by the next bill date, whichever is the shortest interval, and are payable in immediately available funds.

2.4.1.1 The Customer is responsible for payment of appropriate sales, use, 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 or based upon the provision, sale or use of the Company's Service(s).

2.4.1.2 The Company will establish a bill day each month for Customer accounts. Each bill will include industry standard descriptions of Service(s) rendered for the period covered, any known unbilled non-usage sensitive charges for prior periods and unbilled usage charges for any prior period.

2.4.1.3 Nonrecurring Charges are due and payable within 31 days after the invoice date.

2.4.1.4 The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which Service is provided; Recurring Charges shall be due and payable within 31 days after invoice date.

2.4.1.5 Charges based on measured usage will be included on the next invoice rendered following the end of the month in which the usage occurs, and will be due and payable within 31 days after invoice date.

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2. GENERAL REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Billing and Collection of Charges

2.4.2.1 When Service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which Service was furnished will be calculated on a pro-rata basis with every month considered to have 30 days.

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

2.4.2.3 If any portion of the Customer's payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due the Company. The late payment penalty shall be the portion of the payment not received by the due date, multiplied by a late factor. The late factor shall be the lesser of:

- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily from the payment date to and including the date the Customer actually makes the payment to the Company; or

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2. GENERAL REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Billing and Collection of Charges (Cont'd)

- (b) 0.000292 per day, compounded daily for the number of days from the payment date to and including the date the Customer actually makes payment to the Company.

Late payment penalty charge shall apply to disputed amounts resolved in favor of the Company.

2.4.2.4 In addition to other penalties or fees, the Customer will be assessed a charge of twenty dollars (\$20) for each check submitted by the Customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.

2.4.2.5 If Service is disconnected by the Company in accordance with Section 2.5.6 following, and later restored, restoration of Service will be subject to all applicable reconnection or reestablishment charges.

2.4.3 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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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

2.4.4 Jurisdictional Reporting Requirements

2.4.4.1 The Company cannot in all cases determine the jurisdictional nature of customer traffic and its related access minutes. In such cases the Customer may be called upon to provide a projected estimate of its traffic, split between interstate and intrastate jurisdictions. Updates to jurisdictional levels may be made by the Customer not more frequently than quarterly. When mixed interstate and intrastate access is provided, all charges, including non-recurring charges, usage charges, and optional features and functions will be prorated between the jurisdictions.

2.4.4.2 When a Customer orders Feature Group D Switched Access, the Customer may provide the projected jurisdictional usage for the end office in its order. Alternatively, the Company, where the jurisdiction can be determined from the call detail, will determine the projected jurisdictional usage percentage as follows:

- (a) For originating access minutes, the projected jurisdictional usage percentage will be developed on a monthly basis where Feature Group D Switched Access Service minutes are measured by dividing the measured interstate (generally calls between states) minutes by the total originating access minutes.
- (b) For terminating access minutes, the data used by the Company to develop the projected interstate percentage for originating access minutes will be used to develop the projected interstate percentage for such terminating access minutes.

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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

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2.4.4 Jurisdictional Reporting Requirements (Cont'd)

2.4.4.3 When originating call details are insufficient to determine the jurisdiction for the call, the Customer shall supply the projected interstate percentage or authorize the Company to use the Company-developed percentage. The projected intrastate percentage of use will be obtained by subtracting the projected interstate percentage for originating and terminating access minutes from 100 (intrastate usage percentage = 100 - interstate percentage).

2.4.4.4 When the Customer orders Special Access Service, or there is a change in the nature of such Service, the Customer must certify to the Company, in writing, the jurisdictional nature and percentage for such service. If a dispute arises concerning the jurisdictional certification of projected usage, the Company shall request the Customer to provide the data the Customer used to determine the jurisdictional nature of the traffic. The Customer shall supply the data within thirty (30) days of the Company request. There are no charges for changes in jurisdictional usage.

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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

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2.4.5 Deposits

2.4.5.1 To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit may be requested prior to providing Service(s) or at any time after the provision of a Service to the Customer. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills as provided for in this tariff. 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 the event that a termination charge is applicable.

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

2.4.5.3 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 its option, return the deposit or credit it to the Customer's account.

2.4.5.4 Interest on deposits will be due the Customer at the same percentage rate as set forth in 2.2.4.6(a) or 2.2.4.6(b) preceding, whichever is lower.

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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

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2.4.5 Deposits (Cont'd)

2.4.5.5 Such a deposit will be refunded or credited to the Customer's account after a one year, prompt-payment record is established.

2.4.6 Discontinuance of Service

2.4.6.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving ten days' prior written notice to the Customer, discontinue or suspend Service without incurring any liability.

2.4.6.2 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, discontinue or suspend Service without incurring any liability if such violation continues during the period.

2.4.6.3 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, by notice to the Customer, may discontinue or suspend Service without incurring any liability.

2.4.6.4 Upon any governmental prohibition or required alteration of the Service(s) to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue Service without incurring any liability.

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## 2.4.6 Discontinuance of Service (Cont'd)

2.4.6.5 Upon the Company's discontinuance of Service to the Customer under Section 2.4.6.1 or 2.4.6.2, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such Service(s) would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

## 2.4.7 Cancellation of Application for Service

Provisions for the cancellation of an Application for Service are provided here and are set forth in other applicable sections of this tariff.

2.4.7.1 Applications for Service are noncancellable unless the Company otherwise agrees. Where the Company permits Customers 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.

2.4.7.2 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 services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (discounted to present value at 6 percent).

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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

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2.4.7 Cancellation of Application for Service (Cont'd)

2.4.7.3 Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs the Company incurred, less net salvage, shall apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with special construction or arrangements incurred by the Company.

2.4.7.4 The special charges described in 2.4.7.1 through 2.4.7.3 will be calculated and applied on a case-by-case basis.

2.4.8 Changes in Service Requested

2.4.8.1 If the Customer makes or requests material changes in circuit engineering, equipment specification service parameters, premises locations, or requests expedited provisioning, or otherwise materially modifies any provision of the application for service, the Customer's installation fee and/or recurring charges shall be adjusted accordingly.

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2. GENERAL REGULATIONS (Cont'd)2.4 Payment Arrangements (Cont'd)

## 2.4.9 Allowances for Interruptions in Service

A Service is interrupted when it becomes unusable to the Customer because of a failure of a facility component used to furnish Service under this tariff or in the event that the protective controls applied by the Company result in a complete loss of Service by the Customer. An interruption begins when an inoperable Service is reported to the Company and ends when the Service is operable. If the Customer reports a Service, facility or circuit inoperable, but declines to release it for testing and repair, it is considered to be adversely affected, but not interrupted. In case of an interruption to any Service, allowance for the period of interruption, if not due to the negligence of the Customer, shall be provided.

2.4.9.1 For Switched Access Service, no credit shall be allowed for an interruption of less than 24 hours. The Customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of any applicable monthly rate or assumed minutes of use charge for each period of 24 hours or major fraction thereof that the interruption continues.

The credit allowance(s) for an interruption or for a series of interruptions shall not exceed any monthly rate for the Service interrupted in any one monthly billing period.

2.4.9.2 For Special Access Services, no credit shall be allowed for an interruption of less than 30 minutes. The Customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or major fraction thereof that the interruption continues. The monthly charges used to determine the credit shall include the Service, Service elements and any optional features and functions associated with the Service.

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2. GENERAL REGULATIONS (Cont'd)

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2.4 Payment Arrangements (Cont'd)

2.4.9 Allowances for Interruptions in Service (Cont'd)

2.4.9.3 For High Capacity Special Services, any period during which the error performance is below that specified for the Service will be considered as an interruption. Service interruptions for specialized or individual case basis (ICB) services shall be administered in the same manner as those set forth in this section (2.4.9) unless other regulations are specified with an ICB offering.

2.4.9.4 A credit allowance does not apply in the following cases:

- (a) Interruptions caused by the negligence of, or noncompliance with the provisions of this tariff by the Customer, or other common carrier providing service connected to the Service of the Company.
- (b) Interruptions of a Service due to the failure of equipment or systems provided by the Customer or others.
- (c) Interruptions of a Service during any period in which the Company is not afforded access to the premises.
- (d) 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.
- (e) Interruptions of Service due to circumstances or causes beyond the control of the Company or where the Customer continues to use the Service on an impaired basis.

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2. GENERAL REGULATIONS (Cont'd)2.4 Payment Arrangements (Cont'd)

## 2.4.9 Allowances for Interruptions in Service (Cont'd)

- (f) In the case of an interruption to any Service, allowance for the period of interruption if the interruption is not due to the negligence of the Customer.

2.4.9.5 Credit Allowances shall be calculated as follows:

Interruptions of 24 Hours or Less	
Length of Interruption	Interruption Period for Credit
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day
Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.	

Interruptions Over 24 Hours and Less than 72 Hours.

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3 hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

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2. GENERAL REGULATIONS (Cont'd)2.4 Payment Arrangements (Cont'd)

## 2.4.9 Allowances for Interruptions in Service (Cont'd)

Interruptions Over 72 Hours.

Interruptions over 72 hours will be credited 2 days for each 24 hour period. No more than 30 days credit will be allowed for any one-month period.

Use of an 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 tarified rates and charges for the alternative service used.

Re-establishment of Service Following Fire, Flood, etc. Charges do not apply for the re-establishment of Service following a fire, flood or other occurrence attributed to an Act of God provided that the service: (1) is the same type as was in service prior to the occurrence; (2) is for the same Customer at the same location on the same premises; and is (3) reestablished within 60 days of the occurrence. The 60 days may be extended a reasonable period if the renovation of the original location on the premises is not practical. Nonrecurring charges would apply for establishing Service at a new location on the same premises or for temporary Service at a different premises pending re-establishment of Service at the original location. The Customer shall, in cooperation with the Company, participate in planning the actions to be taken to enable or maintain maximum network capability following natural or man-made disasters affecting Service(s).

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2. GENERAL REGULATIONS (Cont'd)

2.5 Access Billing

2.5.1 Title or Ownership Rights

The payment of rates and charges by Customers for the Services offered under the provisions of this tariff does not assign, confer, or transfer title or ownership rights to proposals or facilities developed or utilized respectively by the Company in provision of such Services.

2.5.2 Billing Standards

2.5.2.1 The Company shall produce verifiable and auditable access bills in general conformance with accepted industry standards for companies that do not provide bills under a mechanized Carrier Access Billing System/Billing Output Specification (CABS/BOS) equivalent System. Access Bills will be consistent with the Small Exchange Carrier Access Billing (SECAB) Guidelines developed by the Ordering Billing Forum (OBF) of the Alliance for Telecommunications Industry Solutions (ATIS).

2.5.2.2 An access bill is comprised of one or more billing elements, including usage sensitive charges, distance sensitive charges, flat-rated charges, individual-case-based (ICB) charges, and non-recurring or special miscellaneous charges that may be appropriate.

2.5.3 Meet Point Billing

When an access service is provided by more than one telecommunications company, each company jointly providing the Service will receive an order or a copy of the Access Service Request from the Customer. Each telecommunications company must ensure that appropriate usage information is provided to the other telecommunications company for access minutes purposes.

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2.5 Access Billing (Cont'd)

2.5.3 Meet Point Billing (Cont'd)

2.5.3.1 The Company will provide Service under a multiple bill option. Under a multiple bill option, each Company providing Service will render an access bill to the customer for its portion of the Service based on its access tariff rates and regulations.

2.5.3.2 For Switched Access Multiple Bills, the end office company is generally the Initial Billing Company (IBC). The IBC is the company that calculates the access minutes to be billed to the Customer and provides these data to each connecting company providing the Service, i.e., the Subsequent Billing Company(s). Each billing company will:

- prepare its own bill;
- determine its charge(s) for access elements;
- determine and include all recurring and non-recurring rates and charges of its access tariffs;
- reflect its Billing Account Reference (BAR) and all connecting company Billing Account Cross Reference (BACR) code(s);

The Customer will remit payment directly to each bill rendering company.

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2. GENERAL REGULATIONS (Cont'd)

2.5 Access Billing (Cont'd)

2.5.4 Duration of Use Charges

- 2.5.4.1 Customer traffic to end offices will be measured by the Company at end office switches. Originating and terminating calls will be measured by the Company to determine the basis for computing chargeable access minutes.
- 2.5.4.2 For originating calls over Feature Group D, usage measurement begins when the originating switch receives the first wink supervisory signal forwarded from the Customer's point of termination.
- 2.5.4.3 The measurement of originating usage ends when the originating Feature Group D switch receives disconnect supervision from either the originating end user's end office or the Customer's point of termination, whichever is recognized first by the switch.
- 2.5.4.4 For terminating calls over Feature Group D, the measurement of access minutes begins when the terminating Feature Group D switch receives answer supervision from the terminating user's end office.
- 2.5.4.5 The measurement of terminating call usage over Feature Group D ends when the terminating Feature Group D switch receives disconnect supervision from either the terminating end user's end office, or the Customer's point of termination, whichever is recognized first by the switch.

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2. GENERAL REGULATIONS (Cont'd)

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2.5 Access Billing (Cont'd)

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2.5.5 Distance Charges

2.5.5.1 Where charges for an access service are based on distance, the distance between two points is measured as airline distance between rate centers as listed in the National Exchange Carrier Association FCC No. 4, Wire Center Tariff or Local Exchange Routing Guide (LERG) issued by Bellcore which contains Numbering Plan Area (NPA) and Exchange Number Assignment (NXX) (area code and first three digits of a seven-digit telephone number).

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

- (a) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each rate center from the above referenced document(s),
- (b) Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates,
- (c) Square the difference obtained in (b) above,
- (d) Add the square of the "V" difference and the square of the "H" difference obtained in (c) above,
- (e) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained,
- (f) Obtain the square root of the whole number result obtained in (e) above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage applicable.

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2. GENERAL REGULATIONS (Cont'd)

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2.5 Access Billing (Cont'd)

2.5.6 Suspension, Termination or Refusal of Service

2.5.6.1 Service may be suspended or terminated for nonpayment (subject to exceptions provided in Section 2.5.7) of any bill or deposit until such bill or deposit is paid. If Service is suspended or terminated for nonpayment, the Customer must remit a connection charge as well as any payment due and any deposit requested by the Company prior to reconnection or reestablishment of Service.

2.5.6.2 Suspension or termination of Service will not be made until after: (1) at least 10 days written notification has been served personally on the Customer; (2) at least 10 days after verification of receipt of certified mail has been made by the Company; or (3) at least 10 days after the Customer has refused a certified or registered written notification mailed to the Customer billing address. Service shall not be suspended or terminated on weekends, legal holidays or on days when the business office of the Company is not open for business.

2.5.6.3 When a Customer refuses to pay bills rendered or deposits requested (subject to exceptions shown in Section 2.5.7) the Company may refuse to process existing orders for Service(s) or to accept new orders for Service.

2.5.6.4 The Company, after providing notice in writing to the Customer, may suspend, terminate or refuse Service(s) in the event of unauthorized use of Service(s) or facilities received from the Company, where the Customer is indebted to the Company for previously furnished Service(s) or facilities or where the use of Service(s) or facilities have been abandoned. Customers will have an appropriate opportunity to respond to such notice.

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2. GENERAL REGULATIONS (Cont'd)

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2.5 Access Billing (Cont'd)

2.5.7 Exceptions to Suspension, Termination or Refusal of Service

2.5.7.1 Service(s) shall not be suspended, terminated, or refused in the following instances:

- (a) For nonpayment of billed amounts that are in dispute while an investigation of the dispute is being made by the Company (undisputed amounts and subsequent bills must be paid on a timely basis; the Company shall be the sole determiner of a frivolous dispute);
- (b) For nonpayment of Service which has been billed but not rendered; or
- (c) For nonpayment of billed amounts for charges other than those for the Service.

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## ACCESS SERVICES

3. ACCESS ORDERINGMissouri Public  
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This section sets forth the regulations and order related charges for Service(s) shown in other sections of this tariff. Order charges are in addition to other applicable charges for Service(s) provided. An Access Service Request (ASR) is an order to provide the customer with Switched and Special Access or Access Related Service, or to provide changes to existing access services.

A Customer may order any number of services of the same type and between the same premises on a single ASR. All details for services for a particular order must be identical except for those for multi-point Service.

The Customer shall provide to the Company the following information in addition to other requirements of this section:

- Customer name and premises address,
- Billing name and address, if different from Customer name and address,
- Customer contact name(s) and telephone number(s) for order confirmation, order provisioning information, order negotiation, interactive engineering design, installation and billing.

3.1.1 Service Installation

The Company will provide Access Service in accordance with the Customer's requested Service date, subject to the constraints established by the Company schedule of Service dates.

The Company schedule shall specify the applicable service interval for Service(s) and the quantities of Service(s) that can reasonably be provided by a service date. Said schedule will be available to Customers upon request and will be provided in a reasonable period of time.

Installation of Service(s) will be during Company business days and hours. Customer requests for installations outside of scheduled work hours, if agreed to by the Company, will be subject to applicable additional labor charges.

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## ACCESS SERVICES

3. ACCESS ORDERING (Cont'd)Missouri Public  
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3.1 General (Cont'd)

## 3.1.1 Service Installation (Cont'd)

The Company will not accept orders for Service that are for a date more than six months from the current date. The Company will, however, accept information for planning purposes in advance of order placement.

## 3.1.2 Expedited Orders

When a Customer places an Access Service Request (ASR) and requests a Service date that is prior to the Company's applicable interval service date of the Company, or when a Customer requests an earlier Service date on an existing ASR, the Company, in addition to other applicable charges for modification or Service date change, will determine if it can meet the requested date and what additional labor and/or extraordinary costs are required. The Customer will be notified of the additional estimated costs for authorization.

Upon authorization of additional costs by the Customer, the Company will keep a record to accumulate such costs and assure that costs will not exceed 10 percent of the estimated charges to the customer.

## 3.1.3 Selection of Facilities

Except for High Capacity Special Services facilities, the option to request a specific path or channel is not provided to the Customer, but within the purview of the Company.

Where there are High Capacity Special Services facilities to a hub on order or in Service for the Customer's use, or where special facilities routing is provided, the Customer may request a specific channel or transmission path be used to provide Service in which case the Company will make a reasonable effort to accommodate the Customer request.

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3. ACCESS ORDERING (Cont'd)

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3.2 Ordering Requirements

3.2.1 Switched Access Service Feature Group D

When ordering Feature Group D Switched Access Service, the following information shall be provided by the Customer:

- The number of Busy Hour Minutes of Capacity (BHMC) from the customer designated premises to the end office or the number of trunks desired between the Customer designated premises and the entry switch;
- Optional Features desired; and
- Projected percentage of jurisdictional use.

3.2.2 Special Access Service

When ordering Special Access Service, the Customer shall provide the following specific information:

- The Customer Designated Premises (CDP) or hubs required;
- The type of service (e.g., voice grade, high capacity, etc.);
- The channel interface(s);
- The technical specification package;
- Options desired;
- Jurisdictional nature of traffic; and
- For multi-point services, the channel interface at each CDP.

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3. ACCESS ORDERING (Cont'd)3.2 Ordering Requirements (Cont'd)

## 3.2.3 WATS or WATS-Type Services

Special Access may be ordered for connection with Feature Group D Switched Access Service for the provision of WATS or WATS-Type Service. When WATS or WATS-type Services or optional features, such as screening, are not provided at the Customer's serving wire center, Channel Mileage must be ordered to the nearest WATS serving office where the functions can be provided. The Customer shall specify:

- The CDP at which the service terminates;
- The type of line (e.g. two-wire/four-wire);
- The type of calling (e.g. originating, terminating, two-way); and
- The type of signaling.

## 3.2.4 Miscellaneous Services

Miscellaneous Services may include, but are not limited to testing, special facilities routing, and additional labor. These items may be ordered initially or may subsequently be added to a pending order at any time up to and including the service date for the Access Service. When a Service date change results from ordering these Miscellaneous Services, the appropriate Service Date Change and/or Design Change charge will apply.

When the Company determines that Additional Engineering is necessary to accommodate a Customer request, the Customer will be notified by the Company of the reason for, and amount of Additional Engineering. A firm order will only be established where the Customer agrees to the Additional Engineering. The Company will assure that Additional Engineering charges do not exceed the estimate by more than 10 percent.

In any instance where an Access Order affects more than one communications company, the Customer must also provide a copy of the order to the company(s) involved.

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## ACCESS SERVICES

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3.3 Access Ordering Charges

## 3.3.1 Access Order Charge

An Access Order Charge is applied to all Customer requests for new, additions, or changes and rearrangements to existing Special and Switched Access Service except as follows:

- When a Service Date Change Charge is applicable;
- When a Design Change Charge is applicable;
- When a change to a pending order does not result in the cancellation of the pending order and the issuance is a new order;
- When a Miscellaneous Service Order Charge is applicable; or
- When a Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.

An Access Order Charge will be applied on a per order basis to each order, or copy of an order received by the Company.

## 3.3.2 Access Order Change Charge

Access Order Change Charges involve service date changes and/or design changes. A change would be a Customer request any time prior to the Service date for the requested Service(s). Any increase in the number of Switched Access lines, trunks or BHMC or any increase in the number of Special Access Service channels will be treated as a new order (for the increased amounts) rather than a change order. When order changes are necessary to satisfy transmission performance requirements for Special Access Service, these changes will be made by the Company without order change charges to the Customer.

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3.3 Access Ordering Charges (Cont'd)

## 3.3.3 Service Date Change Charge

A change of Service date is a change of the scheduled Service date by the Customer to either an earlier date or a later date which does not exceed 30 calendar days from the original Service date. The Customer may request a change of Service date on a pending Access Service Request prior to the Service date and if the Company can accommodate the change, a new Service date will be set and a service date change charge will apply.

## 3.3.4 Design Change Charge

A design change is any change to an Access Service Request that requires engineering review prior to the requested service date. Design changes do not include a change of CDP, first point of switching or Special Access channel type. Changes of this nature require the issuance of a new order and the cancellation of the original order. Design changes would include such items as the addition or deletion of optional features or functions, change in type of transport termination, type of channel interface group or technical specification changes.

The Company will review the requested Customer change and notify the Customer whether the change is a design change, if it can be accommodated, and if a new Service date is required. On customer approval, a Design Change Charge would apply in addition to any other charges (e.g. service date change).

## 3.3.5 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge is for compensation of administrative expenses associated with issuing the order associated with the provision of Miscellaneous Services such as overtime repair, standby repair, testing, and other labor. The charge does not apply to Service(s) where a pending Service order exists, such as additional engineering, overtime installation, standby acceptance testing, testing with other companies with acceptance testing and additional cooperative acceptance testing.

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## ACCESS SERVICES

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3.3 Access Ordering Charges (Cont'd)

## 3.3.6 Cancellation of Access Order Charge

A Customer may cancel an Access Order for the installation of Service on any date prior to the Service date. The cancellation date is the date on which the Company receives written notice from the customer. When a Customer cancels an Access Service Request, a Cancellation Charge will apply as follows:

- Installation of Switched, Special Access Service, or Miscellaneous Access Service facilities is considered to have started when the Company incurs any cost in connection with provisioning the Service that otherwise would not have been incurred.
- When installation of access facilities has been started prior to the cancellation, a charge equal to the lower of either the cost incurred in such installation, less net salvage, or the charges for a minimum period for the service will apply.

Any partial cancellation (e.g. cancellation in the number of trunks, channels ordered) will be treated as a cancellation and subject to applicable charges as stated in this Section.

Where the Customer cancels an Access Service Request prior to the start of installation of access facilities and no costs have occurred, no charges shall apply.

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## ACCESS SERVICES

4. SWITCHED ACCESS - CARRIER COMMON LINE ACCESS SERVICEMissouri Public  
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4.1 General

The Carrier Common Line portion of Switched Access is associated with the local loop, drop and associated equipment from the end office switching center to the End User Customer. The Company will provide the use of Company common lines by a Customer for access to end users at rates and charges set forth in Section 10. Jurisdictional rates apply for originating, terminating and terminating only usage. A Common Channel Signaling Access Signal Transfer Point (STP) Port Termination charge is not subject to a Carrier Common Line Charge.

The Customer facilities at the premises of the ordering Customer shall provide the necessary on-hook and off-hook supervision.

All Switched Access Service provided to the Customer will be subject to the Carrier Common Line charges, excluding the Common Channel Signaling Access exemption.

## 4.1.1 Rate Categories

Rate categories for Carrier Common Line are as follows:

Carrier Common Line Originating per Access Minute

Carrier Common Line Terminating per Access Minute

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## ACCESS SERVICES

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Service Commission6. SWITCHED ACCESS SERVICE – Feature Group D Switched Service

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6.1 General

Switched Access Service provides for the use of common switching, terminating, and trunking facilities between a Customer Designated Premises and an end-users premises for originating and terminating traffic. The Company provides Feature Group D Switched Access (Equal Access) service, which is furnished in quantities of trunks or busy hour minutes of capacity (BHMC). Feature Group D Switched Access Service consists of local transport and the appropriate end office switching and functions to enable an interexchange carrier Customer to provide message toll service (MTS), wide area telephone service (WATS), directory information and 1+, or when required an access code of 1010 XXX, services.

## 6.1.1 Rate Categories

Rate categories and descriptions include the following:

6.1.1.1 Local Transport - charges for trunks related to the transmission and tandem switching facilities, if appropriate, between the customer designated premises and the end office switch where the customer's originating or terminating traffic is switched. Local Transport rate categories consist of two elements: a Local Transport Termination per path per access minute charge and a Local Transport Facility rate per mile per access minute charge. A Customer may also request optional features and functions which have appropriate charges.

6.1.1.2 End Office/Local Switching - Charges related to the Company local end office switching entity which routes traffic to and from end users to interexchange carrier Customers. The end office rate category includes two elements; Local Switching per access minute of use, and an Information/Intercept Surcharge per access minutes of use or Information Surcharge per information call use as determined by the serving arrangement.

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6. SWITCHED ACCESS SERVICE – Feature Group D Switched Service (Cont'd)

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6.1 General (Cont'd)

6.1.1 Rate Categories (Cont'd)

6.1.1.3 Optional Features and Functions - are those features and functions that are available in lieu of or in addition to the standard features provided with Feature Group D Service. Optional features may include:

- Automatic Number Identification - this option provides the automatic transmission of a ten digit number and information digits to the customer designated premises to identify the calling station on a call-by-call basis. Where complete ANI detail cannot be provided, information digits will be provided to the customer.
- Service Class Routing - this option provides the capability of directing originating traffic from an end office to a trunk group to a customer designated premises, based on the line class of service (e.g. coin or hotel/ motel), service prefix indicator (e.g. 0-, 0+, 01+, or 011+).
- Alternate Traffic Routing - this option provides the capability of directing originating traffic from an end office to a trunk group (high usage, for example) to a customer designated premises until that group is fully loaded, and then delivering additional originating traffic (overflow traffic) from the same end office to a different trunk group (a final) to the same or second customer designated premises. The customer shall specify trunk priority.

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6. SWITCHED ACCESS SERVICE – Feature Group D Switched Service (Cont'd)

REC'D DEC 17 2002

6.1 General (Cont'd)

6.1.1 Rate Categories (Cont'd)

6.1.1.3 Optional Features and Functions (Cont'd)

- Trunk Access Limitation - provides for the routing of originating 900 service calls to a specified number of transmission paths in a trunk group, in order to limit (choke) the completion of such traffic to the customer.

Calls to the designated service which could not be completed over the subset of transmission paths in the trunk group would be routed to a reorder tone.

- Call Gapping Arrangement - provides for the routing of originating calls to 900 service to be switched in the end office to all transmission paths in a trunk group at a presubscribed rate of flow, (e.g. one call every four seconds), in order to limit the completion of such traffic to the customer.

- Other Optional Features and Functions - both chargeable and non-chargeable, may be available from the Company such as Band Advance Arrangement for use with Special Access for the provision of WATS or WATS-like services, End Office End User Line Screening, Hunt Group Arrangement, Uniform Call Distribution Arrangement, Nonhunting Number Associated with Hunt Group Arrangement, and Operator Trunk - Full Feature, upon customer request.

6.2 Reserved for future use

6.3 Reserved for future use

6.4 Reserved for future use

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6.5 Reserved for future use

6.6 Switched Access Service Specifications – Company Requirements

The provision of Switched Access Service has certain obligations of the Company in addition to those listed in Section 2 preceding. They are as follows:

## 6.6.1 Network Management

The Company will administer its network to insure the provision of acceptable service levels to all communications users of those services. Generally service levels are acceptable when Customers are able to establish connections without delay. The Company maintains the right to apply protective controls in the provision of Switched Access Service. Generally protective controls would be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling demands, or national security demands.

## 6.6.2 Transmission Specifications

Each Switched Access Service transmission path is provided with industry standard transmission for its type of service. The Company will work in cooperation with the Customer to insure that those parameters are met. In the event the established specifications are not maintained, the Company may require immediate corrective action and may work independently or in cooperation with the Customer to remedy the situation.

## 6.6.3 Provision of Service Performance Data

Service Performance data relative to end-to-end call completion and related performance items may be made available to the Customer subject to availability and format on a previously arranged and scheduled basis. Such information will generally be provided in paper format. If other than paper format is desired, charges may apply and would be based on an individual case basis. Trunk Group Measurement reports in the form of CCS, peg count and overflow based on previously agreed to intervals may also be provided.

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6.6 Switched Access Service Specifications – Company Requirements  
(Cont'd)

## 6.6.4 Testing

Certain testing services offered under the tariff are subject to the availability of qualified personnel and test equipment. Acceptance Testing and Routine Testing will be provided at no additional charge and shall be mutually arranged by the Company and the Customer.

6.7 Switched Access Specifications – Customer Requirements

The provision of Switched Access Service has certain obligations of the Customer in addition to those set forth in Section 2 preceding. They are as follows:

## 6.7.1 Report Requirements

The Customer is responsible for providing reports to the Company, when applicable. Such reports include:

- (a) Jurisdictional Reports – are required when Customer orders Access Service with both intrastate and interstate use so that charges may be apportioned in accordance with those reports.
- (b) Code Screening Reports – are required when Customer orders service class routing, trunk access limitation or call gapping arrangements. The Customer must report the number of trunks and/or appropriate codes to be instituted in each end office for each of the arrangements ordered.
- (c) Trunk Group Measurement Reports – with the agreement of the Customer, trunk group data in CCS, peg count and overflow for its end of all access trunk groups, where technologically feasible will be made available to the Company. These data which will be used to monitor trunk group utilization and service performance, will be based on previously arranged intervals and format.

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6. SWITCHED ACCESS SERVICE – Feature Group D Switched Service (Cont'd)

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6.7 Switched Access Service Specifications – Customer Requirements (Cont'd)

## 6.7.1 Report Requirements (Cont'd)

- (d) Supervisory Signaling – necessary on-hook, off-hook supervision shall be provided by the Customer's facilities in order to provide answer and disconnect supervision.

6.8 Toll Free Service Access Code Database Service Access Service

Toll Free Service Access Code Data Base Access Service is provided with FGD switched access service. When a 1+ (e.g. 800, 888, or other toll free number) + NXX + XXXX call is originated by an end user, the Company will utilize the Signaling System 7 (SS7) network to query a Toll Free Service Access Code Data Base to perform the identification function. The call will then be routed to the identified customer over FGD switched access. The manner in which Toll Free Service Access Code Data Base Access Service is provided is dependent on the availability of SS7 service at the end office from which the service is provided as outlined below:

- When Toll Free Service Access Code Data Base Access Service originates at an end office equipped with Service Switching Point (SSP) capability for querying centralized data bases, all such service will be provisioned from that end office.
- When Toll Free Service Access Code Data Base Access Service originates at an end office not equipped with SSP customer identification capability, the Toll Free Service Access Code call will be delivered to the access tandem on which the end office is homed and which is equipped with the SSP feature to query centralized data bases.

Query charges as set forth in the following are in addition to those charges applicable for the FGC or FGD switched access service.

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## ACCESS SERVICES

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6.9 Rate Regulations

This section contains a brief description and the general regulations governing the rates and charges that apply for Switched Access Service.

## 6.9.1 Description and Application of Rates

Switched Access Service rates are generally of two types; usage rates and non-recurring rates. Usage rates may be minute, and/or distance sensitive, occurrence and/or quantity sensitive or combinations of these usage elements. Non-recurring rates are one-time charges that apply for a specific work activity. Examples would include installation of service, rearrangements of service, moves and changes of service, provision of optional features and functions not ordered initially, service date changes, service design changes, cancellation of access, orders for additional engineering, and expedited orders.

## 6.9.1.1 Minimum Monthly Charge

Switched Access Service is provided subject to a minimum monthly charge for the total capacity provided. The charge shall be calculated based on the sum of the recurring charges of rate elements associated with services ordered, based on a 30-day month.

## 6.9.1.2 (Reserved for Future Use)

## 6.9.1.3 (Reserved for Future Use)

## 7. (Reserved For Future Use)

8. Reserved for Future Use9. Reserved for Future Use.10. Reserved for Future UseMissouri Public  
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11. RATES FOR SERVICE

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11.1 General

Rates for service will include non-recurring charges, recurring charges for the rate elements or items specified in previous sections of this tariff, miscellaneous charges, or ICB charges or combinations of same and are identified herein.

11.2 Common Line Access Service

11.2.1 Carrier Common Line Access Service

	<u>Rate</u>
InterLATA	
- Terminating Per Access Minute	0.0178315
- Originating Per Access Minute	0.0098337
IntraLATA	
Terminating Per Access Minute	0.0178
Originating Per Access Minute	0.0098

11.3 Switched Access Service

11.3.1 Nonrecurring Charges

(A)	Local Transport - Installation <u>Per Entrance Facility</u>	
	- Voice Grade Two-Wire	166.00
	- Voice Grade Four-Wire	201.00
	- High Capacity DS1	600.00
(B)	Local Transport - Installation <u>Per Line or Trunk</u>	300.00

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11. Rates and Charges (Cont'd)

11.3 Switched Access Service (Cont'd)

11.3.2 Local Transport

Call Miles

0-1

\$.0050

Over 1 to 25

.0075

Over 25 to 50

.0160

Over 50

.0269

Rates Per Access minute

Installation Charge

(Per Line or Trunk per  
Access Order)

Group

FGC, BSA-D

Maximum Rates(1)

First

Additional

Line or Trunk

Line or Trunk

157.34

53.10

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11. Rates and Charges (Cont'd)

11.3 Switched Access Service (Cont'd)

11.3.2 Local Switching

Rollover Charge

A Nonrecurring Charge(s) will apply when a customer requests a Rollover of a Switched Access Service facility(ies) as described in paragraph 6.10.40. The Nonrecurring Charge(s) is applied on a first and additional basis, per Access Order, as specified below.

(a) When a Voice Frequency facility is moving to a DS1 facility, a Nonrecurring charge will apply per line or trunk, as follows:

	<u>First</u> <u>Trunk</u>	<u>Additional</u> <u>Trunk</u>
FGD	\$125.00	\$40.00

Rate Per Access Minute

1. Bundled

LS1 – Feature Groups A & B except for Feature Groups A and B terminating calls to WATS Access Line Service	0.008339
---------------------------------------------------------------------------------------------------------------------	----------

LS2 – Feature Groups C & D and for Feature Groups A and B terminating calls to WATS Access Line Service and for 800 and/or 1+900 Access Service access minutes originating from nonequal access end offices when combined with tandem-routed FGD traffic. Also for 950-XXXX access end offices when combined with FGD traffic (FGD or BSA-D with 950 Access feature).	0.008339
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## ACCESS SERVICES

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## 11.3.3 Local Transport

## 2. Unbundled

LS1 – BSA-A and BSA-B, except for BSA-A  
and BSA-B Terminating calls to WATS  
Access line Service

0.008323

LS2 – BSA-C and BSA-D, BSA-A and BSA-B terminating calls to WATS  
Access Line Service, 800 NPAS and 900 Access Service access minutes  
originating from non-equal access end offices when combined with  
tandem routed BSA-D traffic and 950-XXXX access minutes originating  
from equal end offices and combined with BSA-D traffic. (FGD or BSA-  
D with 950 access feature).

\$0.008323

## 11.4 Reserved for Future Use

11.5 Other Services11.5.1 Access OrderingCharge

(A)	<u>Access Order Charge</u> Per order	\$81.00
(B)	<u>Service Date Change Charge</u> Per order	\$34.00
(C)	<u>Design Change Charge</u> Per order	\$34.00
(D)	<u>Miscellaneous Service Order Charge</u> Per occurrence	\$34.00

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11. Rates and Charges (Cont'd)

11.5.2 Additional Engineering

Each Hour  
or Fraction Thereof

(A)	Basic Time per Engineer Normally Scheduled Working Hours	\$19.91
(B)	Overtime per Engineer Outside of Normally Scheduled Working Hours	\$29.86
(C)	Premium Time outside of Scheduled Work Day, per Engineer	\$39.82

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11. Rates and Charges (Cont'd)11.5 Other Services (Cont'd)

11.5.3	<u>Additional Labor</u>	<u>Each Hour or Fraction Thereof</u>
(A)	Installation or Repair	
	- Overtime, outside of normally scheduled working hours on a scheduled work day, per technician	\$28.12
	- Premium Time, outside of scheduled work day, per technician	\$37.49
(B)	Stand by	
	- Basic time, normally scheduled working hours, per technician	\$18.83
	- Overtime, outside of normally scheduled working hours on a scheduled work day, per technician	\$28.38
	- Premium Time, outside of scheduled work day, per technician	\$37.85
(C)	Testing and Maintenance with other Telephone Companies, or Other Labor	
	- Basic Time per Technician normally scheduled working hours	\$18.75
	- Overtime per Technician, outside of normally scheduled working hours on a scheduled work day	\$28.12
	- Premium Time per Technician outside of scheduled work day	\$37.49

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