

Interexchange Service

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TITLE SHEET

**MISSOURI TELECOMMUNICATIONS TARIFF NO. 1**

of

**TeleUno, Inc.**

2754 W. Atlantic Blvd., Suite 8  
Pompano Beach, FL 33069  
Phone: 1-800-240-1109 (Customer Service)

This tariff contains the description, regulations, and rates applicable to the furnishing of interexchange telecommunications services provided by TeleUno, Inc. within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected during normal business hours at the Company's principal place of business or at the Commission's headquarters, 200 Madison Street, Jefferson City, MO 65101.

**COMPETITIVE CLASSIFICATION**

TeleUno, Inc. operates as a competitive telecommunications company  
in the State of Missouri.

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Issued: October 22, 2007

Effective: December 6, 2007

By: Avelino Iglesia, President  
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**Waivers**

The following Rules and Regulations have been waived for purposes of offering intrastate interexchange telecommunications services as set forth herein:

**Statute**

392.210.2	Uniform System of Accounts
392.240.1	Just and reasonable rates
392.270	Ascertain property values
392.280	Depreciation accounts
392.290	Issuance of securities
392.300.2	Acquisition of stock
392.310	Issuance of stock and debt
392.320	Stock dividend payment
392.330	Issuance of securities, debts & notes
392.340	Reorganizations

**Rule**

4 CSR 240-10.020	Depreciation fund income
4 CSR 240-30.040	Uniform system of accounts

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**CONCURRING, CONNECTING OR OTHER PARTICIPATING CARRIERS**

1. Concurring Carriers – None
2. Connecting Carriers – None
3. Other Participating Carriers – None

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**TARIFF FORMAT**

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 11 and 12 would be 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 13 cancels 3<sup>rd</sup> Revised Sheet 13.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2  
2.1  
2.1.1  
2.1.1.A  
2.1.1.A.1  
2.1.1.A.1.(a)  
2.1.1.A.1.(a).1  
2.1.1.A.1.(a).1.(i)  
2.1.1.A.1.(a).1.(i).(1)

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**EXPLANATION OF SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- C - to signify change in regulation
- D - to signify a deletion
- I - to signify a rate increase
- L - to signify material relocated in the tariff
- N - to signify a new rate or regulation
- R - to signify a rate reduction
- T - to signify a change in text, but no change in rate or regulation

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

<b>Access Line</b>	A telephone line provided by local exchange carriers which connects a telephone or other communications device at a customer's location to TeleUno, Inc.'s underlying carrier's telecommunications network switching center(s).
<b>Authorization Code</b>	A numerical code of four to eleven digits, one or more of which codes are available to a customer to enable the customer to lawfully connect its communication devices for the purpose of accessing the telecommunications networks of TeleUno, Inc.'s Underlying Carrier, and which thereby are used to prevent unauthorized network access and to identify the customer and its calling volumes for billing purposes.
<b>Carrier or Company</b>	TeleUno, Inc. or "TeleUno"
<b>Commission</b>	Used throughout this tariff to mean the Missouri Public Service Commission ("Commission").
<b>Customer</b>	The person, firm, corporation, end-user or other entity which orders or uses services and is responsible for the payment of charges and for compliance with the Company's tariff regulations.
<b>Rate Center</b>	The Points of Presence (POPs) or first point of interconnection of local exchange facilities providing access to the long distance network of the Company's Underlying Carrier and the point from which a customer's traffic is rated and billed.
<b>Underlying Carrier</b>	The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of customer telecommunications traffic within the State of Missouri.

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**SECTION 2 – RULES AND REGULATIONS****2.1 Undertaking of the Company**

This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by TeleUno, Inc. for telecommunications between points within the State of Missouri. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company undertakes to provide to residential customers only those designated services as are furnished under the terms and subject to the conditions and customer payment of the applicable rates of this tariff.

The Company's services are available to its customers twenty-four (24) hours per day, seven (7) days per week.

**2.2 Limitations**

- 2.2.1 Service is offered subject to the availability of the facilities of Company's Underlying Carrier and the provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue furnishing service, or to limit the use of service necessitated by conditions beyond its control; including, without limitation, for customer non-payment of charges, or when the customer's use of a service becomes or is in violation of the law or the provisions of this tariff.
- 2.2.3 The rates and regulations contained in this tariff apply only to the resale services furnished by Company and do not apply to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of TeleUno, Inc.
- 2.2.4 The Services provided under this tariff are subject to the direct and exclusive control of the Company. No one may alter or affect the Services nor transfer or assign its use of the Services without the express written consent of the Company, which consent may be withheld, without

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.2 Limitations, (continued)

limitation, by Company in its sole discretion at any time such alteration, effect, transfer or assignment would result in an interruption of the Services or a change in the customer's location to which the Services are to be provided.

- 2.2.5 In the event prior written permission from the Company is given for any assignment or transfer, all regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission or call processing of customer's communications traffic by the Underlying Carrier. The Company's liability for such damages occurring in the course of furnishing the Company's services, but not caused by its gross negligence or willful misconduct or that of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which such mistakes, interruptions, omissions, delays, errors, or defects in the Company's furnishing of its Services occur.

- 2.3.2 Acceptance of the provisions of Section 2.3.1 by the Commission does not constitute its determination that the limitation of liability imposed by the Company should be upheld in a court of law; but the recognition that as it is the duty of the courts to adjudicate negligence claims and rights to recover damages therefore, so it is the duty of the courts to determine the validity of the exculpatory provisions of Section 2.3.1.

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.3 Liabilities of the Company, (continued)

2.3.3 The Company shall be indemnified and held harmless by the customer against:

- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content of a customer's communications traffic;
- (B) All other claims arising out of any act or omission of the customer in connection with any service provided by the Company;
- (C) In no event shall the Company be liable to customer for any general, indirect, special, incidental, consequential or punitive loss or damage of any kind or character, including lost profits (whether or not the Company has been advised on the possibility of such loss or damage), by reason of any negligent act or omission in the Company's performance under this agreement.

2.4 Interruption of Service

2.4.1 Credit allowance for the interruption of service is subject to the general liability provisions set forth in Section 2.3.1. herein. Customer shall receive no credit allowance for interruption of service due to Carrier's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. It shall be the customer's obligation to notify the Company immediately of any interruption in service for which a credit allowance is claimed. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission within the customer's control, or is not in wiring or equipment, if any, furnished by the customer in connection with the Company's services.

2.4.2 No credit shall be allowed in the event service must be interrupted in order to provide routine service quality or related investigations.

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.4 Interruption of Service, (continued)

- 2.4.3 Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of Company or in the event Company is entitled to a credit for the failure of the facilities of Company's Underlying Carrier used to furnish customer's service.
- 2.4.4 No credit shall be allowed:
- (A) For failure of services or facilities of customer; or
  - (B) For failure of services or equipment caused by negligence or willful acts of customer.
- 2.4.5 Credit for an interruption shall commence after customer notifies the Company of the interruption or when Company becomes aware thereof, and ceases when service has been restored.
- 2.4.6 Before customer notifies Company of an interruption, customer shall make reasonable attempts to ascertain that customer, a third party, or its or their actions and/or equipment is/are not the cause thereof.
- 2.4.7 Credits are applicable only to that portion of service interrupted.
- 2.4.8 For purposes of credit computation, every month shall be considered to have seven hundred twenty (720) hours.
- 2.4.9 No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours.

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.4 Interruption of Service, (continued)

2.4.10 The customer shall be credited for an interruption of two (2) hours or more at the rate of 1/720<sup>th</sup> of the monthly charge for the service affected for each hour or major fraction thereof that the interruption continues. Calculations of the credit shall be made in accordance with the following formula.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

“A” – outage time in hours

“B” – total monthly charge for affected facility

2.5 Restoration of Service

The use and restoration of service shall be administered by the Underlying Carrier in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

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**SECTION 2 – RULES AND REGULATIONS, continued****2.6     Deposits**

The Company does not require a deposit from its customers.

**2.7     Advance Payments**

The Company does not collect advance payments.

**2.8     Taxes**

Customer is responsible for the payment of any state and local taxes levied by governmental entities upon customers (i.e., sales tax, municipal utilities tax, etc.). These taxes are listed as separate line items on customer bills and are not included in the Company's scheduled rates. The specific amount assessed to a customer pursuant to a state gross receipts tax will be listed as a separate line item on each customer bill.

**2.9     Reserved for Future Use****2.10    Payment and Billing**

2.10.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

2.10.2 Company adopts the Billing Practice Standards of the Missouri Corporation Commission.

2.10.2 Company's billing agent submits Company's bills to its customers through certified local exchange carriers operating in the State of Missouri.

2.10.3 The customer is responsible for payment of all charges for services furnished to the customer or to an Authorized User of the customer. All charges due by the customer are payable to the Company or to any agency duly authorized by the Company to receive such payments. Terms of payment shall be according to the rules and regulations of the Company, or its duly authorized agent, subject to the rules of regulatory agencies, such as the Missouri Public Service Commission, and in accordance with and subject to the following additional legal requirements.

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.10 Payment and Billing, (continued)

2.10.4 In accordance with the “filed tariff doctrine,” as established by judicial and regulatory decisions and precedents, customer shall pay all charges due and owing irrespective of any claims of loss, liability, set off, damages, or other claims against Company to which customer may claim to be entitled.

2.10.4.1 If notice of a dispute with respect to a charge is not received, in writing, in person or by telephone message, within thirty (30) days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the customer. In instances of a dispute, the customer is required to pay the undisputed portion of the bill in its entirety. Accounts not paid within thirty (30) days from the due date will be considered delinquent.

2.11 Collection Costs

In the event Company incurs fees or expenses to collect, or to attempt to collect, any charges owed Company by customer, including charges alleged to have resulted from fraud or abuse of customer’s services, the Company shall charge customer all such fees and expenses incurred to collect or to attempt to collect its charges, including Company’s reasonable attorneys’ fees. In any such proceeding to collect said fees and expenses, the amount of collection costs, including attorneys’ fees, due to the Company, will be determined by the court.

2.12 Employee Concessions

There are no employee concessions.

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**SECTION 2 – RULES AND REGULATIONS, continued**

2.13 Specific Services

The Company does not currently offer any specific services for which conditions of eligibility apply.

2.14 Late Payment Charge

A late fee of 1.5% or the amount otherwise authorized by law, whichever is lower, will be charged on any monthly invoice due for more than thirty (30) days. The fee will not be assessed on an amount previously assessed a late fee.

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**SECTION 3 – DESCRIPTION OF SERVICES****3.1 Usage-Based Services**

The Company's charges are based on the actual usage of the Company's services, plus any special features and/or service options, if any. Charges begin when the designated communication termination(s) is/are accessed and enabled, thereby ("connected") to receive the communication from the originating location on the network. Charges cease when the termination(s) is/are disconnected.

- 3.1.1 Long distance usage charges are based on the actual usage of the Company's network. Chargeable time begins when the calling and called stations are connected. Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.1.2 Chargeable time for all calls ends when one of the parties disconnects from the call.
- 3.1.3 Unless otherwise specified in this tariff, the minimum call duration for billing purposes is one (1) minute.
- 3.1.4 Unless otherwise specified in this tariff, usage is measured and rounded to the higher full minute for billing purposes.
- 3.1.5 There are no billing charges applied for incomplete calls.

**3.2 Customer Complaints and/or Billing Disputes**

Customer inquiries or complaints regarding service or accounting may be made in writing, in person or by telephone message to the Company at:

TeleUno, Inc.  
2754 W. Atlantic Blvd., Ste. 8  
Pompano Beach, FL 33069  
Phone: 800-240-1109

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**SECTION 3 – DESCRIPTION OF SERVICES, continued**

3.2 Customer Complaints and/or Billing Disputes, (continued)

Any unresolved disputes may be directed to the attention of the Missouri Public Service Commission. The address and telephone number of the Commission are:

Missouri Pubic Service Commission  
200 Madison Street, Suite 100  
PO Box 360  
Jefferson City, MO 65102-0360  
Phone: 1-800-392-4211

Any objection to billed charges should be reported promptly to TeleUno, Inc. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with the approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

3.3 Rate Plans

Company's Rate Plans are switched equal access outbound services using standard equal access dialing to place interLATA and intraLATA calls from customer premises within Missouri to points located within Missouri. Rates, charges, and restrictions are set forth in §4 following.

3.4 800/888 Service

This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a customer's premises routed to a specific telephone number or terminated over a dedicated facility.

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**SECTION 3 – DESCRIPTION OF SERVICES, continued**

3.5 Calling Card

Carrier offers a calling card, which allows customer to gain access to its long distance service from anywhere nationally with service billed back to the customer's account.

3.6 Services Not Available

Carrier does not offer 900, 911, collect, or third-party billed calling.

3.7 Minimum Call Completion Rate

Calls may be originated in equal access areas only (FGD) and Carrier's minimum call completion rate is 99%.

3.8 Directory Assistance

The Company provides standard Directory Assistance.

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**SECTION 4 – RATES**4.1 Description of Rates

Switched outbound services are available to residential customers under the following rate plans. Calls in each rate plan are billed in one-minute increments, with usage measured and rounded to the higher full minute for billing purposes. No charge is made for an uncompleted call.

4.2 1+ Dialing

\$0.10 per minute

A \$5.95 monthly service charge applies.

4.3 800/888 Service

\$ 0.20 per minute

4.4 Calling Cards

\$0.25 per minute

4.5 Directory Assistance

\$0.85 per call

4.6 Returned Check Charge

\$25.00

4.7 Universal Service Fund Assessment & Presubscribed Interexchange Carrier Charge

The customer will be assessed a monthly federal Universal Service Fund Contribution charge on all telecommunications services, which in no event shall be less than the prevailing contribution percentage rate charged the Company on intrastate traffic by the Universal Service Administrative Company (or any successor).

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**SECTION 5 – PROMOTIONS****5.1 General**

Company makes promotional offers from time to time. These promotions are available for specified periods not to exceed ninety (90) days. Promotions may be withdrawn at any time without notice. If customer receives a promotional bonus, customer is solely responsible for any federal, state or local taxes that apply. No purchase is necessary and any promotion is void if prohibited by federal, state or local law or regulations. All promotions will be filed with the Commission.

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