

OPERATOR COMMUNICATIONS, INC.  
dba Oncor Communications, Inc.

MISSOURI P.S.C. NO. 2  
ORIGINAL TITLE PAGE

TELECOMMUNICATIONS SERVICES TARIFF

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REGULATIONS AND SCHEDULE OF CHARGES APPLYING TO CUSTOMIZED  
TELECOMMUNICATIONS SERVICES PROVIDED BY **10. PUBLIC SERVICE COMM**

OPERATOR COMMUNICATIONS, INC.,

dba Oncor Communications, Inc.

BETWEEN VARIOUS LOCATIONS WITHIN.

THE STATE OF MISSOURI

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By XD-05-239  
Public Service Commission  
MISSOURI

ISSUED: SEPTEMBER 19, 1997

EFFECTIVE: OCTOBER 21, 1997

BY: MARVIN L. MASON, VICE PRESIDENT  
OPERATOR COMMUNICATIONS, INC.  
dba Oncor Communications, Inc.  
3530 FOREST LANE, SUITE 195  
DALLAS, TEXAS 75234

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<u>PAGE</u>	<u>REVISION</u>
TITLE PAGE	ORIGINAL
1	ORIGINAL
2	ORIGINAL
3	ORIGINAL
4	ORIGINAL
5	ORIGINAL
6	ORIGINAL
7	ORIGINAL
8	ORIGINAL
9	ORIGINAL
10	ORIGINAL
11	ORIGINAL
12	ORIGINAL
13	ORIGINAL
14	ORIGINAL
15	ORIGINAL
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17	ORIGINAL
18	ORIGINAL
19	ORIGINAL
20	ORIGINAL
21	ORIGINAL

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TABLE OF CONTENTS

PAGE NUMBER 1997

EXPLANATION OF SYMBOLS  
APPLICATION OF TARIFF

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A.	DEFINITION OF TERMS	5
B.	RULES AND REGULATIONS	
1.	UNDERTAKING OF THE CARRIER	8
2.	LIMITATIONS	8
3.	ADDITIONAL TERMS AND CONDITIONS OF SERVICE	8
4.	LIABILITY	9
5.	USE OF SERVICE	12
6.	PAYMENT ARRANGEMENTS	12
7.	ALLOWANCE FOR INTERRUPTIONS	13
8.	INTERCONNECTION WITH OTHER CARRIERS	13
C.	OPERATOR SERVICE CLASSIFICATIONS AND RATES	
1.	CLASSES OF SERVICE	14
2.	TIMING OF MESSAGES	14
3.	RATE AND CHARGE APPLICATION	15
4.	RATE SCHEDULES	18
5.	RATE MILEAGE DETERMINATION	19
D.	OTHER SERVICES	
1.	BULK TRANSMISSION SERVICE	21

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EXPLANATION OF SYMBOLS

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- C - To signify changed regulation
- D - To signify discontinued rate or regulation
- I - To signify increased rate
- N - To signify new rate or regulation
- R - To signify reduced rate
- S - To signify reissued matter
- T - To signify a change in text but no change in rate or regulation
- M - To signify matter relocated without change
- Z - To signify a correction

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APPLICATION OF TARIFF

MO. PUBLIC SERVICE COMM

THIS TARIFF CONTAINS THE REGULATIONS AND RATES APPLICABLE TO  
TELECOMMUNICATIONS SERVICES WITHIN THE  
STATE OF MISSOURI, AS PROVIDED BY  
OPERATOR COMMUNICATIONS, INC.,  
dba Oncor Communications Inc.

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A. DEFINITION OF TERMS

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For the purpose of this tariff, the following definitions shall apply, unless the context clearly indicates otherwise: **MO. PUBLIC SERVICE COMM**

Called Station

Denotes the terminating point of a call (i.e., the called telephone number).

Calling Card

Represents a special card assigned by the local exchange company which enables an End User to bill telephone calls to his or her local telco account.

Carrier Recognized Holidays

The Company recognizes the following holidays: Thanksgiving Day, Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Memorial Day, Labor Day; or on resulting legal holidays when Christmas, New Year's Day, or Independence Day fall on dates other than December 25, January 1, or July 4, respectively. Evening rates apply on such holidays unless a lower rate would normally apply.

Collect Call

Denotes a billing arrangement by which the charge for a call may be reversed, provided the charge is accepted at the called station.

Company

Operator Communications, Inc. dba Oncor Communications, Inc.

Direct Dialed Calling Card Service

Denotes a calling arrangement whereby the End User, through the use of a Calling Card, enters his billing information directly into the phone and completes the call without the assistance of a "live" operator.

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A. DEFINITION OF TERMS (Continued)

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End User

Denotes a person who places calls and/or accepts charges for calls utilizing the Company's services. The End User may or may not be directly responsible for payment of call charges, depending upon the payment method selected by the End User.

LATA

Local Access and Transport Area ("LATA") denotes a geographic area established for the administration of telecommunications service.

Local Exchange Company

A company which furnishes local exchange telephone service.

Major Commercial Credit Card

A universally accepted charge card. MasterCard and VISA are examples of major commercial credit cards.

Operator Station-to-Station Service

Denotes a calling arrangement whereby the completion of the call, or a request for any information or assistance relating to billing or charges for such call, requires the assistance of a "live" Company operator (e.g., collect, third party,). This class of service does not apply to operator services used with the Direct Dialed Calling Card Service.

Operator Handling Charge

A charge applied to operator assisted calls processed by the Company requiring the assistance of a Company operator (automated or "live"). This charge may vary depending upon the type of service selected by the End User (i.e., collect call, person-to-person call, direct dialed calling card call, etc.).

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A. DEFINITION OF TERMS (Continued)

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Operator Dialed Surcharge

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A surcharge which applies to Operator Station-to-Station and Person-to-Person Service rated calls when the End User dials the Company operator and requests the operator to dial the called station. The surcharge applies in addition to any applicable operator service charges. The surcharge does not apply to: (a) calls where an End User cannot otherwise dial the call, due to defective equipment or trouble on the Company's network; (b) calls in which a Company operator places a call for a calling party who identifies himself or herself as being handicapped and unable to dial the call because of his or her handicap; (c) calls for which the Company does not have the technical capability to impose the surcharge such as certain coin sent paid, hotel or motel sent paid and time and charges calls; or (d) calling card calls.

Operator Dialed 0-

Denotes the calling arrangement where the End User dials the Company operator and then requests the operator to dial the called station.

Person-to-Person Service

Denotes a calling arrangement whereby the person originating the call specifies to a Company operator a person to be reached, or individual with whom to be connected, a particular mobile station to be reached through a miscellaneous common carrier operator, or a particular station, department, or office to be reached through a private branch exchange (PBX) attendant.

Subscriber

Denotes any individual, corporation, partnership, association, joint stock company, trust corporation, interexchange carrier, governmental agency, or any other entity which subscribes to the services offered in this tariff. "Subscriber" is not to be confused with the term "End User", as defined herein.

Third Party Billing

Denotes a payment arrangement which allows an End User to assign billing of a call to a telephone number which is different from the calling or called telephone numbers.

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TELECOMMUNICATIONS SERVICES TARIFF

B. RULES AND REGULATIONS

SEP 19 1997

1. UNDERTAKING OF THE CARRIER

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- a. Customized Communications Service consists of the furnishing for the use of End Users of facilities or services for the transmission of intrastate communications within the State of Missouri. Except as otherwise provided herein, all service offerings anticipate the provision of operator assistance as part of the offering. The Company services are identified by the Company's name and other company specific recordings or statements presented at the beginning and end of each call and when the Company contacts the party to be billed for the call, if that person is not the End User.
- b. The services provided by the Company enable subscribers to offer operator assisted services to end users. Payment of charges set forth in this tariff are the responsibility of the End User, unless billed to a third party number or Bulk Transmission services, as described in Section D of this tariff.

2. LIMITATIONS

- a. Service is offered subject to the availability of facilities and the provisions of this tariff.
- b. The Company reserves the right to discontinue furnishing service, upon 30 days written notice, when necessitated by conditions beyond its control or upon 20 days written notice when the subscriber is using the service in violation of the provisions of this tariff, or in violation of law.
- c. The Company reserves the right to refuse service to an End User due to insufficient billing information; invalid telephone numbers, major commercial credit cards, or calling card numbers; or refusal of the End User to accept billing. The Company shall not accept calling cards for billing purposes if it is unable to validate the card.

3. ADDITIONAL TERMS AND CONDITIONS OF SERVICE

- a. The Company subscribers shall not block access to the local exchange operator serving the exchange from which the call is made or block access to other telecommunications utilities.

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B. RULES AND REGULATIONS (Continued)

SEP 19 1997

3. ADDITIONAL TERMS AND CONDITIONS OF SERVICE (Continued)

b. The Company subscribers shall post and display any tent cards or stickers supplied by the Company by placing said material on or near the subscriber's telephone equipment used to access the Company's services. The posted and displayed information shall include the Company's name, detailed complaint procedures and instructions to the End User for reaching the local exchange operator and other authorized interexchange carriers.

**PUBLIC SERVICE COMMISSION**

c. Failure by the Company's subscriber to provide service in accordance with the terms and conditions set forth in Section B.3, or in accordance with applicable law, shall subject subscribers to termination under Section B.2.b. above.

4. LIABILITY

a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the transmission occurring in the course of furnishing service and not caused by the negligence of the subscriber or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the End User for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission occurs.

b. The Company shall be indemnified and held harmless by the subscriber against:

i. claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's channels; and

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B. RULES AND REGULATIONS (Continued)

SEP 19 1997

4. LIABILITY (Continued)

MO. PUBLIC SERVICE COMM

- ii. patent infringement claims arising from combining or connecting the Company's furnished channels with apparatus and systems of the subscriber; and
- iii. all other claims arising out of any act or omission of the subscriber in connection with any service provided by the Company.
- c. The Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- d. The Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The subscriber 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 the subscriber or by any other party or persons, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the subscriber 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 such equipment so used.
- e. The subscriber 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 the subscriber or by any other party or persons, for any personal injury to, or death of, any person or persons, whether owned by the subscriber 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 such equipment where such installation, operations, failure to operate, maintenance, condition, location, or use is not the direct result of the Company's negligence.

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B. RULES AND REGULATIONS (Continued)

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4. LIABILITY (Continued)

MO. PUBLIC SERVICE COMM

- f. The Company is not liable for any defacement of, or damage to, the premises of a subscriber resulting from the furnishing of services or the attachment of instruments, apparatus, and associated wiring furnished by the Company on such subscriber's premises or by the installation or removal thereof, when such defacement or damage is not the result of the Company's negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company without written authorization.
- g. The subscriber is responsible for taking all necessary legal steps for interconnecting the subscriber-provided terminal equipment or communications systems with the Company's facilities or services. The subscriber shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.
- h. The subscriber shall ensure that the equipment and/or system is properly interfaced with the Company's facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power, and signal level for the intended use of the subscriber and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to End Users. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate and/or intrastate communications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices.

If the subscriber fails to maintain the equipment and/or system properly, with resulting imminent harm to the Company's equipment, personnel, or the quality of service to End Users, the Company may, upon written notice, require the use of protective equipment at the subscriber's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the subscriber's service.

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B. RULES AND REGULATIONS (Continued)

SEP 19 1997

5. USE OF SERVICE

- a. Services provided under this tariff may be used only by the subscriber in furnishing authorized communications services offered to End Users. Service furnished by the Company may be used for one or more of the following:
- i. for the transmission of communications by the subscriber.
  - ii. for the transmission of communications to or from an End User, as defined herein.
  - iii. for the transmission of communications to or from an End User of another common carrier, in which the common carrier has subscribed to the Company's communications services.
- b. Service furnished by the Company may be arranged for use of End Users. Payment for the Company's service in such instances is the ultimate responsibility of the End User, depending on the billing method requested. Payment arrangements are mutually agreed upon by the Company and the End User prior to the completion of a telephone call. Calls are initially routed to a Company operator or equipment which identifies the Company. The End User then selects a billing method in accordance with his or her preference. Either a "live" Company operator obtains the appropriate billing information or the End User enters the billing information directly. The call will then be completed.
- c. Service furnished by the Company shall not be used for any unlawful purpose.

6. PAYMENT ARRANGEMENTS

- a. The End User is responsible for payment of all charges for services furnished by the Company except for Bulk Transmission services as described in Section D of this tariff.

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B. RULES AND REGULATIONS (Continued)

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6. PAYMENT ARRANGEMENTS (Continued)

b. Any governmental assessments, fees, license, or other <sup>Public Service Comm</sup> or fees imposed upon the Company shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's tariff. The Company shall add to the bill of the end user an amount sufficient to recover any such tax or fee.

c. Billing will be payable upon receipt. Bills are delinquent if not paid within twenty-one (21) days.

7. ALLOWANCE FOR INTERRUPTIONS

The following section will apply for credit allowance for interruptions, except as otherwise provided for in this tariff.

Credits for interruption of services will be allowed on a minute for minute basis or, at the End User's option, a replacement call will be provided.

8. INTERCONNECTION WITH OTHER CARRIERS

a. Service furnished by the Company may be connected with services or facilities of another carrier. Such interconnection may be made at a Company Terminal or Entrance Site, at a terminal of another carrier, or at the premises of a subscriber or other authorized user. Service furnished by the Company is not part of a joint undertaking with such other carriers.

b. Service furnished by the Company may be connected with the facilities or services of other carriers under the terms and conditions of the other carriers' tariffs applicable to such connections.

c. For verification of calling cards issued by other companies, the Company will employ reasonable calling card verification procedures that are acceptable to the companies issuing the calling cards.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES

1. CLASSES OF SERVICE

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Service is offered on the following bases and at the rates reflected in C.4 of this tariff: **MO. PUBLIC SERVICE COMM**

- a. Direct Dialed Calling Card Service as defined herein.
- b. Operator Station-to-Station Service as defined herein. Calls charged to a major commercial credit card will be billed as station-to-station service, unless person-to-person applies.
- c. Person-to-Person Service as defined herein.
  - i. If, after the telephone, Miscellaneous Common Carrier Mobile Radio System, or PBX system called is reached, and while the connection remains established, the person originating the call requests, or agrees to talk to, any person other than the person specified, or to any other person or mobile unit to be reached through a miscellaneous common carrier operator, or to any other station, department, or office to be reached through a PBX attendant, the classification of the call remains Person-to-Person.
  - ii. When a person originating a call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call), the call is classified as Person-to-Person.

2. TIMING OF MESSAGES

- a. On all Station-to-Station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone.
- b. On Person-to-Person calls, chargeable time begins when the connection is established between the calling person and the particular person or station specified or an agreed alternate.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

2. TIMING OF MESSAGES (Continued)

SEP 19 1997

- c. Chargeable time ends when the calling telephone "hangs up" thereby releasing the network connection. **MO. PUBLIC SERVICE COMM**
- d. The minimum length of a message for billing purposes is sixty seconds.
- e. The Company will not knowingly charge End Users for uncompleted calls and agrees to utilize answer supervision where available from the local exchange company. Where answer supervision is not available, the Company will utilize an industry-accepted timing surrogate. In the event an End User is inadvertently billed for an uncompleted call, upon notice, the Company will promptly delete such charges from the End User's bill.
- f. The Company will place emergency calls in the quickest possible manner to the appropriate local emergency service provider at no charge. **CANCELLED**

3. RATE AND CHARGE APPLICATION

a. Initial Period and Additional Period Rates

- i. For Direct Dialed Calling Card, Operator Station-to-Station, and Person-to-Person Services, the initial period rates are for telephone connections of one minute or any fraction thereof.
- ii. The charge for the initial period is the initial period billing rate applicable for the time period in which the message connect time occurs.
- iii. On Direct Dialed Calling Card, Operator Station-to-Station and Person-to-Person Services, an operator handling charge applies in addition to the appropriate initial and additional period rates.
- iv. Additional period rates for all classes of service are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial period. Additional period rates are the same for all classes of service and are governed by the time at which each additional minute begins.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

3. RATE AND CHARGE APPLICATION (Continued)

SEP 19 1997

a. Initial Period and Additional Period Rates

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v. Rate quotes are available, free of charge, from the Company operator at the end user's request. Rate quotes include charges for the first minute, each additional minute, and operator surcharge.

vi. Adjustments, when appropriate, are applied by deducting minutes from the call termination time.

b. Time Periods and Discounts

i. Day, Evening and Night/Weekend rates apply to the initial periods for all classes of service, and to additional periods for all messages.

ii. The time at which the connection is established governs the application of Day, Evening and Night/Weekend rates. On Carrier Recognized Holidays evening rates apply unless a lower rate would normally apply.

iii. Time of day discounts are expressed as a reduction of the charge calculated at the rates for the initial minute and the additional minutes.

(a) The discount, as specified in Section C.4. following, is computed separately for charges in each time period, if the call includes more than one time period, and the results then totalled.

(b) Discounts do not apply to any operator surcharge which is added to the resulting total.

(c) When application of the discount results in a fractional charge, the amount will be rounded up to the nearest cent.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

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3. RATE AND CHARGE APPLICATION (Continued)

b. Time Periods and Discounts (Continued)

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The following time of day discounts apply to intrastate calls:

Day: 8AM - 5PM Monday through Friday  
Evening: 5PM - 11PM Monday through Friday  
Night/Weekend: 11PM - 8AM Monday through Friday  
all hours Saturday and Sunday

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c. Collection of Charges

Upon request, charges may be billed:

- i. Against or collected from the called number, i.e., charges are reversed if the charges are accepted at the called station;
- ii. To a Calling Card;
- iii. To a Major Commercial Credit Card for which the Company has entered into a billing and collection agreement; and
- iv. To a third telephone number, i.e., billed to a telephone number other than the calling or called numbers. A charge may not be billed to a coin telephone.

d. Billing

- i. All customer bills rendered by the Company or on the Company's behalf by other billing entities which have multi-carrier billing capabilities, shall identify the Company as the carrier of the calls being billed.
- ii. Bills rendered by the Company or on the Company's behalf by other billing entities shall only contain charges based upon the Company's tariffed rates.

e. Directory Assistance

Calls placed to Directory Assistance with the assistance of an operator are billed at a flat rate of \$0.60, plus an applicable operator surcharge.

ISSUED: SEPTEMBER 19, 1997

EFFECTIVE: OCTOBER 21, 1997

BY: MARVIN L. MASON, VICE PRESIDENT  
OPERATOR COMMUNICATIONS, INC.  
dba Oncor Communications, Inc.  
3530 FOREST LANE, SUITE 195  
DALLAS, TEXAS 75234

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

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4. RATE SCHEDULES

Initial Period and Additional Period Rates

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INTRASTATE RATE SCHEDULE

Rate Mileage	Direct Dialed Calling Card# Operator Station-to-Station# Person-to-Person#					
	INITIAL MINUTE			ADDITIONAL MINUTE		
	DAY	EVENING	NIGHT/ WEEKEND	DAY	EVENING	NIGHT/ WEEKEND
0-10	\$.1265	\$.1012	\$.0822	\$.1035	\$.0828	\$.0673
11-14	.1725	.1380	.1121	.1495	.1196	.0972
15-18	.2039	.1656	.1346	.1840	.1472	.1196
19-23	.2326	.1794	.1645	.1955	.1564	.1271
24-28	.2473	.1955	.1898	.1955	.1673	.1449
29-33	.2473	.1978	.1955	.2013	.1794	.1599
34-40	.2795	.2070	.2047	.2415	.1875	.1748
41-50	.2795	.2070	.2047	.2438	.1892	.1748
51-60	.2910	.2162	.2053	.2553	.1961	.1794
61-80	.3025	.2168	.2059	.2668	.2047	.1817
81-100	.3140	.2323	.2064	.2731	.2076	.1829
101-125	.3485	.2381	.2076	.2904	.2329	.1909
126-150	.3600	.2530	.2105	.3134	.2507	.2053
151-190	.3715	.2611	.2162	.3249	.2593	.2110
191-300	.3830	.2703	.2248	.3364	.2680	.2197
301-430	.4405	.3393	.2881	.3939	.3025	.2570
Over 430	.4405	.3393	.2881	.3939	.3025	.2570

# In addition to the appropriate initial and additional period rates, an operator surcharge applies as follows:

Operator Surcharges

Direct Dialed Calling Card	\$.80
Operator Station-to-Station/Collect.	.25
Operator Station-to-Station /Third Party	.35
Person-to-Person	4.90
Operator Dialed 0-	1.00

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When more than one class of service is involved, only the higher operator handling charge is applicable.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

5. RATE MILEAGE DETERMINATION

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For the purpose of determining airline mileage, vertical and horizontal grid-lines have been established across the United States and Canada. The spacing between adjacent vertical grid-lines and between horizontal grid-lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each local exchange company primary serving office or serving office from its latitude and longitude location by use of appropriate map-projection equations. A pair of V&H coordinates locates a primary serving office or serving office for determining airline mileage, at a particular intersection of an established vertical grid-line with an established horizontal grid-line. The distance between any two primary serving offices or serving offices is the airline mileage computed as explained below.

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To determine the rate distance between any two primary serving offices or serving offices proceed as follows:

- a. Obtain the "V" and "H" coordinates for each local exchange company primary serving office or serving office.
- b. Obtain the differences between the "V" coordinates of the two primary serving offices or serving offices. Obtain the difference between the "H" coordinates.

NOTE: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

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C. OPERATOR SERVICE CLASSIFICATIONS AND RATES (Continued)

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5. RATE MILEAGE DETERMINATION (Continued)

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- c. Square each difference obtained in 2., preceding.
- d. Add the squares of the "V" difference and the "H" difference obtained in 3. above.
- e. Divide the sum of the squares obtained in 4. above by 10.
- f. Obtain the square root of the result obtained in 5. above. This is the interexchange rate distance in miles. (Fractional miles are rounded to the next higher mile).

Example:

The rate mileage distance between Independence, Missouri and St. Louis, Missouri.

Formula: 
$$\sqrt{\frac{(7020-6807)^2 + (4175-3482)^2}{10}}$$

Distance = 230 miles.

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D. OTHER SERVICES

SEP 19 1997

1. BULK TRANSMISSION SERVICE

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- a. Bulk Transmission Service is a custom switched telecommunications service that offers outward dialed station calling to the Company's subscriber locations. This service is a flat-rated bulk service in which the Company's subscriber is billed on a monthly basis for usage at the per minute rates set forth under options (1) or (2), following.
- b. Bulk Transmission Service is available only in equal access exchange offices that are equipped to accept the Company's carrier identification code. Calls placed under this service arrangement shall not utilize the assistance of a Company operator. Obtaining access to this service is the responsibility of the subscriber; access is offered by the serving Local Exchange Company.
- c. Calls are measured and billed in one minute increments; fractional minutes of use are rounded up to the next full minute. Call detail reports are available upon request for pay telephone subscribers at an additional charge of \$25.00 per invoice.
- d. Subscribers will be billed directly by the Company for this service. The Company will not bill any end user for the use of this service. Bill format may be adjusted by the subscriber on an individual case basis, at no cost to the subscriber.
- e. Service furnished by the Company shall not be used for any unlawful purpose. Subscribers shall comply with all federal, state and local laws, rules or regulations regarding the provisioning of this service.

(1) OPTION 1

Less than 500 minutes per month	\$0.195 per minute
501 - 900 minutes per month	\$0.185 per minute
Greater than 900 minutes per month	\$0.175 per minute

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(2) OPTION 2

Rate: \$0.180 per minute

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