

TELECOMMUNICATIONS SERVICES

Missouri Public

REC'D MAY 18 2001

Service Commission

Schedule of Rates, Rules, and Regulations
Governing Resale of Basic Local Exchange Service
Provided in the State of Missouri

OFFERED BY

LOCAL LINE AMERICA, INC.

Applying generally to its authorized territories within the State of Missouri

LOCAL LINE AMERICA, INC.

is a

Competitive Telecommunications Company
Under the Revised Statutes of Missouri

This Tariff sets forth the services offerings, rates, terms and conditions applicable to the furnishing of intrastate basic local communications services by Local Line America, Inc., (hereinafter, "Carrier" or the "Company") with principal offices at 1095 Home Ave., Suite B, Akron, OHIO 44310.

This Tariff applies to services furnished in the State of Missouri.

This Tariff is on file with the Missouri Public Service Commission (the "Commission"), and copies can be inspected, during normal business hours, at the Company's principal place of business.

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Service Commission

Issued: May 18, 2001

Amy J. Topper, Chief Financial Officer
Local Line America, Inc.
1095 Home Ave, Suite B
Akron, OHIO 44310

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WAIVER OF RULES AND REGULATIONS

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Pursuant to Order of the Missouri Public Service Commission, the following statutory provisions and Commission rules have been waived with respect to the Company's provision of basic local exchange telecommunications services as set forth herein:

Statutes

- 392.210.2 - Uniform system of accounts.
- 392.270 - Property valuation.
- 392.280 - Depreciation rates.
- 392.290.1 - Issuance of stock and bonds.
- 392.300.2 - Acquisition of stock.
- 392.310 - Issuance of stock and bonds.
- 392.320 - Stock dividends.
- 392.330 - Issuance of securities, debt, and notes.
- 392.340 - Reorganization.

Commission Rules

- 4 CSR 240 - 10.020 - Income on depreciation fund investments.
- 4 CSR 240 - 30.040 - Uniform system of accounts.
- 4 CSR 240 - 35 - Reporting of bypass and customer-specific arrangements.

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EXPLANATION OF SYMBOLS

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

Service Commission

- C - Change in Regulation.
- D - Discontinued Rate, Regulation or Text.
- E - Correction.
- I - Increased Rate.
- M - Moved Rate, Regulation or Text.
- N - New Rate or Regulation.
- R - Reduction in Rate.
- S - Reissued Material.
- T - Text Change, but no Change in Rate or Regulation.

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TARIFF FORMAT SHEET

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- A. Page Numbering - Page numbers appear in the upper-right corner of the sheet. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added, the page appears as a decimal. For example, a new sheet added between Sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Sheet 14 cancels 3rd Revised Sheet 14. Because of deferrals, notice periods, etc., the most current page number on file with the Commission is not always the Tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
 - 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).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i)(1)

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Service Commission

SECTION 1 - DEFINITIONS

Certain terms used generally throughout this Tariff are defined below.

Access Code

A sequence of numbers that, when dialed, connect the caller to the provider of services associated with that service.

Access Line

The company-provided facility which provides access to the switched network.

LLA or Company

Local Line America, Inc.

Aggregator

Any person or entity that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for intrastate telephone calls using a provider of operator services. An aggregator is also both an Authorized User and a Customer.

Authorization Code

A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the service user so that the Company may rate and bill the call. All Authorization Codes shall be the sole property of the Company and no Customer shall have any property or other right or interest in the use of any particular Authorization Code. Automatic Numbering Identification ("ANI") may be used as or in connection with the Authorization Code.

Authorized User

A person or entity which accesses the Company's services.

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SECTION 1 - DEFINITIONS (Continued)

Service Commission

Billed Party

The person or entity responsible for payment for use of the Company's services. For a Direct Dialed Call, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call. In the case of a credit card call, the person or entity responsible for payment is the person to whom the card is issued and the holder of the credit card used. In the case of a third party call, the person or entity responsible for payment is the person responsible for payment for local telephone service at the telephone number that agrees to accept charges for the call. In the case of a Room Charge Call, the entity responsible for payment is the Aggregator controlling the telephone used to originate the call. In the case of all Operator Assisted Calls not involving credit cards, third party calls or Room Charge Calls, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call.

Common Carrier

A company or entity providing telecommunications services to the public.

Commission

The Missouri Public Service Commission.

Connecting Company

A corporation, association, firm or individual owning and operating one or more central offices and with whom traffic is interchanged.

Contract

The term "Contract" refers to the service agreement between a Customer and the Company and the applicable provisions of the Tariff under which service and facilities are furnished.

Customer

The person, partnership, association, joint stock company, trust, corporation, governmental entity or other entity, that is responsible for payment of charges and for compliance with this Tariff.

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SECTION 1 - DEFINITIONS (Continued)

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Direct Dialed Call

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A telephone call which is automatically completed and billed to the telephone number from which the call originated without the automatic or live assistance of an operator. This includes calls forwarded by call forwarding equipment.

Direct Inward Dialing (DID)

Allows an incoming call from the exchange network to reach a specific station line without attendant assistance.

Directory

An alphabetically arranged list of the names, telephone numbers, and addresses of Customers of the local exchange.

Exchange

A unit established by the Local Exchange Carrier for the administration of communications service in a specified area which usually embraces a city, town or village and its environments. It consists of one or more Central Offices together with the associated facilities used in furnishing communications service within that area.

Exchange Service

See Local Exchange Service as defined in Section 4 of this Tariff.

Facilities

All of the Company equipment or materials necessary to provide or furnish in connection with telecommunication service.

FCC

Federal Communications Commission

Flat Rate Service

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Service furnished at a fixed monthly charge, including extended area service where applicable.

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SECTION 1 - DEFINITIONS (Continued)

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Installation

The initial establishment of service.

Termination of service at one location and reestablishing service at a different location, generally where no lapse of service has occurred.

IntraLATA

Within the same LATA.

LATA

Local Access and Transport Area

Local Exchange Carrier (LEC)

A telephone company which provides local telephone service to Customers within a defined exchange.

Local Exchange Service

All telecommunications service between Customers who are located within the Local Service Area.

Non-Recurring Charge

A one-time charge which represents services requested by the Customer.

Operator Assisted Call

A telephone connection completed through the use of the Company's Operator Services.

Premises

A building or buildings on contiguous property (except property such as railroad rights-of-way) not separated by a public street or highway.

Presubscribed Provider of Operator Services

The intrastate provider of operator services to which the consumer is connected when the consumer places a call using a provider of operator services without dialing an access code.

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SECTION 1 - DEFINITIONS (Continued)

Service Commission

Services

Telecommunications services provided to a Customer or Authorized User by the Company.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the Service, the transmission of data, facsimile, signaling, metering or any other form of intelligence

Telephone Number

A designation assigned to a Customer's station for convenience in operating. Telephone numbers may include the name of a central office, which is termed the "Central Office Designation."

Telephone Service

Services including voice, data, and all other types of telecommunications services involving the transmission of intelligence by electrical means which are offered under the Company's Tariffs.

Third-Party Call

An Operator Assisted Call for which charges are billed not to the originating number, but to another telephone number which is neither the originating nor the terminating telephone number.

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SECTION 2 - REGULATIONS

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2.1 Undertaking of the Company

Service Commission

2.1.1 Scope

The Company undertakes to furnish residential local telecommunications services within the State of Missouri under the terms of this Tariff as a reseller. Service is available 24 hours a day, seven days a week. The Services described in Section 4 of this Tariff are provided to Customers by the Company pursuant to one or more applicable resale agreements or Resale Tariffs which are on file with, and have been approved by, the Missouri Public Service Commission.

The Company is responsible under this Tariff only for the services and facilities provided herein. Should Customers use such services and facilities to obtain access to services offered by other providers, the Company assumes no responsibility for such other service.

2.1.2 Shortage of Equipment or Facilities

The furnishing of service under this Tariff is subject to availability on a continuing basis of all necessary equipment or facilities from other telecommunications providers to the Company for resale.

2.1.3 Terms and Conditions

2.1.3.A This Tariff shall be interpreted and governed by the laws of the State of Missouri.

2.1.3.B Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.3.C Service may not be used for any unlawful purpose.

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

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SECTION 2 - REGULATIONS

Service Commission

2.2 Liability of the Company

- 2.2.1 The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.2.2 The Company's liability for gross negligence or willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Tariff. With respect to any other claim or suit, by a Customer or by others, for damages associated with the provision of any service offered under this Tariff, the Company's liability, if any, shall be limited as provided herein.
- 2.2.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- 2.2.4 The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
- 2.2.5 The Company shall not be liable for any damages or losses due to the fault or negligence of, or any omission by, Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.2.6 The Company shall be indemnified, defended, and held harmless by Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this Tariff, including:
- 2.2.6.A claims for defamation libel, slander, invasion of privacy, infringement of copyright, unauthorized use of trademark, trade name, or service mark, unfair competition; interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content, revealed to, transmitted, processed, handled, or used by the Company under this Tariff;
- 2.2.6.B all other claims arising out of any act or omission of Customer or others, in connection with any service provided by the Company pursuant to this Tariff.

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SECTION 2 - REGULATIONS

2.2 Liability of the Company (Cont'd)

Service Commission

- 2.2.7 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.2.8 Company shall not be liable for any damages, including usage charges, that Customer may incur as a result of the unauthorized use of its Authorization Code(s) by others. The unauthorized use of Customer Authorization Code(s) includes, but is not limited to, the placement of calls using Customer's Authorization Code(s) without the authorization of the Customer. Customer shall be fully liable for all such usage charges.
- 2.2.9 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- 2.2.10 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
- 2.2.11 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.3 Discontinuance or Interruption of Service by Company

- 2.3.1 Service may be discontinued for any of the following reasons:
 - 2.3.1.A nonpayment of an undisputed delinquent charge;
 - 2.3.1.B failure to post a required deposit or guarantee;
 - 2.3.1.C unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
 - 2.3.1.D failure to substantially comply with terms of a settlement agreement;
 - 2.3.1.E refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment;
 - 2.3.1.F material misrepresentation of identity in obtaining telephone utility service;
 - 2.3.1.G as approved by federal or state law.

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SECTION 2 – REGULATIONS

2.3 Discontinuance or Interruption of Service by Company (Cont'd) Service Commission

2.3.2 Service may not be discontinued by the Company for failure to pay charges not subject to Missouri Public Service Commission's jurisdiction unless specifically authorized in this Tariff.

2.3.3 Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

2.3.4 Customers shall have 21 days from the rendition of a bill (invoice date) to pay the charges stated.

2.3.5 Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least ten days prior to the date of the proposed discontinuance.

2.3.6 At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise of the proposed discontinuance and what steps must be taken to avoid it.

2.3.7 Notice of Discontinuance shall contain the following information:

2.3.7.A the name, address, and telephone number of the Customer;

2.3.7.B a statement of the reason for the proposed discontinuance and the cost for reconnection;

2.3.7.C the date after which service will be discontinued unless appropriate action is taken;

2.3.7.D how a customer may avoid the discontinuance;

2.3.7.E the customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full;

2.3.7.F the telephone number where the customer may make an inquiry;

2.3.7.G a statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and

2.3.7.H a statement of the exception for medical emergency as follows:

Residential Medical Emergency

Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency, shall, if requested, provide Company with reasonable evidence of such necessity.

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SECTION 2 - REGULATIONS

2.4 Payment and Billing

Service Commission

- 2.4.1 Except as otherwise limited by regulation, Customer shall be responsible for payment of all charges, whether authorized or not, for any and all use of or access to Services provided to Customers, including without limitation any unauthorized, unlawful, or fraudulent use or access.
- 2.4.2 All amounts stated on each monthly invoice are due and payable as set out in Paragraph 2.4.1.
- 2.4.3 Customers may pay for Service by money order or cash at a Company authorized Agent location. Payments for Service mailed to the Company must be in the form of a money order or certified check. Credit card payments are accepted by the Company by telephone. Payment for reconnection of Service as provided in this Tariff may be made in any reasonable manner, including personal check. The Company may refuse payment by personal check if the Customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, excepting bank error. Except as otherwise provided above, personal checks will not be accepted as a form of payment.
- 2.4.4 Charges for Prepaid Service will be mailed to the Customer on a monthly (30 days) basis. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within twenty-one (21) days after the invoice date.
- 2.4.5 The Company issues bills on a monthly basis with bills received by the Customer on or about the same day each month.
- 2.4.6 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premises to another.

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SECTION 2 - REGULATIONS

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2.4 Payment and Billing (Cont'd)

Service Commission

2.4.7 The Company sets forth the following on residential bills:

- 2.4.7.A The number of access lines for which charges are stated;
- 2.4.7.B The beginning or ending dates of the billing period;
- 2.4.7.C The date the bill becomes delinquent if not paid on time;
- 2.4.7.D Penalty fees and advance payments, if any;
- 2.4.7.E The unpaid balance (if any);
- 2.4.7.F The amount for basic service;
- 2.4.7.G The amount due for all regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package;
- 2.4.7.H An itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), and other surcharges as may be necessary and appropriate;
- 2.4.7.I If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
- 2.4.7.J A toll-free telephone number and/or dispute resolutions may be made for each company with charges appearing on customer's bills;
- 2.4.7.K Any other credits and charges applied to the account during the current billing period.

2.4.8 During the first billing period in which a residential customer receives Service, the Company provides each Customer an insert or other written notice which contains an itemized account of the charges for the equipment and Service for which the Customer has contracted.

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SECTION 2 -- REGULATIONS

Service Commission

2.5 Taxes

The Customer is responsible for payment of any and all Federal, state or municipal taxes or surcharges, including without limitation franchise fees, excise taxes, sales taxes, or municipal utilities taxes. Taxes and surcharges for Prepaid Services will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in this Tariff. Charges and surcharges other than taxes will be submitted to the Commission for approval.

2.6 Deposits

Company does not require or collect deposits from Customers.

2.7 Returned Check Charge

Company will charge Customer a one-time fee of \$20.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

2.8 Restoration of Service

The use and restoration of Service shall in all cases be in accordance with the priority system specified in Part 64, Subpart D, of the Rules and Regulations of the Federal Communications Commission.

2.9 Customer Cancellation of Service

If the Customer cancels Service after ten (10) days passes from mailing (date of postmark) or delivery of the Customer Information Bulletin, the prepaid service charges, plus associated taxes, shall be pro-rated for the actual number of days during which Service has been provided with the non-used portion being refunded to the Customer.

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SECTION 3 -- SERVICE AREA

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3.1 Service Area

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T This Tariff applies to the Company's resale of telecommunications services within all exchanges of Sprint Missouri, Inc. d/b/a Sprint (Sprint), GTE Midwest, Incorporated d/b/a Verizon Midwest. (Verizon), Spectra Communications Group, LLC, Southwestern Bell Telephone Company (SWBT) and ALLTEL Missouri, Inc. (ALLTEL), as listed below:

N 3.1.2 ALLTEL Exchanges:

Albany	Gallatin	Minden Mines	Rothville
Aldrich	Grandin	Morrisville	Silex
Allendale	Grant City	Myrtle	St. Elizabeth
Bellflower	Greenville	Naylor	Stark City
Bolivar	Holliday	Neelyville	Stockton
Coffey	Halfway	New Hartford	Stotts City
Crocker	Iberia	Olney	Stover
Clubb	Jameson	Oxly	Sumner
Dixon	Laclede	Patterson	Union Star
Doniphan	Liberal	Pattonsburg	Vandalia
Eolia	Madison	Piedmont	Verona
Fairdealing	Martinsburg	Pleasant Hope	Wappapello Park
Fair Play	Mendon	Polk	Wheaton
Fairview	Middletown	Ponder	Williamsville
Florence	Milan	Purdy	Winston

N 3.1.2 SWBT Exchanges:

Adrian	Bonne Terre	Chillicothe	Excelsior Springs
Advance	Boonville	Clarksville	Fair Grove
Agency	Bowling Green	Clever	Farley
Altenburg-Frohna	Bridgeton	Climax Springs	Farmington
Antonia	Brookfield	Creve Couer	Fayette
Archie	Camdenton	De Kalb	Fenton
Argyle	Campbell	De Soto	Ferguson
Armstrong	Cape Girardeau	Deering	Festus-Crystal City
Ash Grove	Cardwell	Delta	Fisk
Beaufort	Carl Junction	Dexter	Flat River
Bell City	Carrollton	Downing	Florissant
Belton	Carthage	E. Independence	Frankford
Benton	Caruthersville	East Prairie	Fredericktown
Billings	Cedar Hill	Edina	Freeburg
Bismarck	Center	Eldon	Fulton
Bloomfield	Chaffee	Elsberry	Gideon
Bloomsdale	Charleston	Essex	Gladstone
Blue Springs	Chesterfield	Eureka	Glasgow

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SECTION 3 -- SERVICE AREA

REC'D SEP 07 2001

3.1 Service Area

Service Commission

This Tariff applies to the Company's resale of telecommunications services within all exchanges of Sprint Missouri, Inc. d/b/a Sprint (Sprint), and GTE Midwest, Incorporated d/b/a Verizon Midwest. (GTE), Spectra Communications Group, LLC, and ALLTEL Missouri, Inc., as shown in each of these ILECs tariffs as approved by the Missouri Public Service Commission.

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Akron, OHIO 44310

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SECTION 3 -- SERVICE AREA

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TELECOMMUNICATIONS SERVICES

REC'D APR 24 2002

3.1 Service Area

Service Commission

N

3.1.2 SWBT Exchanges (Cont'd):

Grain Valley	Lees Summit	Oakville	Sedalia
Gravois Mills	Liberty	Old Appleton	Senath
Gray Summit	Lilbourne	Oran	Sikeston
Greenwood	Linn	Osage Beach	Slater
Hannibal	Lockwood	Overland	Southville
Harvester	Louisiana	Pacific	St. Charles
Hayti	Macks Creek	Parkville	St. Clair
Herculaneum-Pevely	Malden	Patton	St. Joseph
Higbee	Manchester	Paynesville	St. Louis
High Ridge	Marble Hill	Perryville	St. Marys
Hillsboro	Marceline	Pierce City	Ste. Genevieve
Holcomb	Marionville	Pocahontas- New Wells	Stanberry
Homersville	Marshall	Pond	Strafford
Imperial	Marston	Poplar Bluff	Tiffany Springs
Independence	Maxville	Portage de Sioux	Trenton
Jackson	Mehlville	Portageville	Tuscumbia
Jasper	Meta	Puxico	Union
Joplin	Mexico	Quilin	Valley Park
Kansas City	Moberly	Raytown	Versailles
Kennett	Monett	Republic	ViennaWalnut Grove
Kirksville	Montgomery City	Richmond	Wardell
Kirkwood	Morehouse	Richwoods	Ware
Knob Noster	Nashua	Risco	Washington
La Monte	Neosho	Riverview	Webb City
Ladue	Nevada	Rogersville	Webster Groves
Lake Ozark	New Franklin	Rushville	Wellsville
Lamar	New Madrid	San Antonio	Westphalia
Lancaster	Nixa	Sappington	Willard
Leadwood	Oak Ridge	Scott City	Wyatt

N

3.1.3 Sprint Exchanges:

Appleton City	Centerview	Fairfax	Houstonia
Blackburn	Chilhowee	Ferrelview	Ionia
Blairstown	Clarksburg	Fort Leonard Wood	Jefferson City
Brazito	Clinton	Green Ridge	Kearney
Buckner	Coal	Hardin	King City
Butler	Cole Camp	Harrisonville	Kingsville
Calhoun	Craig	Henrietta	Lake Lotawana
California	Dearborn	Holden	Lebanon
Camden Point	Deepwater	Holt	Leeton
Centertown	EdgertonEugene	Hopkins	Lexington

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1095 Home Ave, Suite B
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3.1 Service Area (Cont'd):

Service Commission

3.1.3 Sprint Exchanges (Cont'd):

Lincoln	Oak Grove	Salem	Tipton
Lone Jack	Odessa	Smithton	Urich
Malta Bend	Orrick	St. Robert	Warrensburg
Maryville	Otterville	St. Thomas	Warsaw
Missouri City	Pickering	Strasburg	Waverly
Montrose	Platte City	Sweet Springs	Waynesville
Mound City	Pleasant Hill	Syracuse	Wellington
New Bloomfield	Richland	Taos	Weston
Newburg	Rolla	Tarkio	Windsor
Norborne	Russellville		

3.1.4 Spectra Exchanges:

Amazonia	Eldorado Springs	Laddonia	Raymondville
Annapolis	Ellsinore	LaGrange	Revere
Arcola	Elmer	La Plata	Roby
Aurora	Eminence	Lawson	Rockville
Avenue City	Everton	Lesterville	Rosendale
Avilla	Ewing	Lewistown	Santa Fe
Belgrade	Fillmore	Licking	Sarcoxie
Bellevue	Fremont	Lowry City	Savannah
Birch Tree	Golden City	Macon	Schell City
Bolckow	Gorin	Manes	Shelbina
Boss	Gower	Maysville	Shelbyville
Braymer	Greenfield	Milo	Sheldon
Bronaugh-Moundville	Grovespring	Monroe City	Stewartsville
Brunswick (Triplett)	Hamilton	Montauk Park	Stoutsville
Bunker	Hartville	Monticello	Timber
Caledonia	Helena	Mt. Vernon	Trimble
Cameron	Houston	Mtn. Grove	Turney
Canton	Humansville	Nebo	Van Buren
Centerville	Hunnewell	Norwood	Vanzant
Clarence	Irondale	Oates	Walker
Clarksdale	Ironton	Osborn	Wayland (includes customers in base rate area Alexandria)
Collins	Jerico Springs	Osceola	Weaubleau
Concordia	Kahoka	Palmyra	West Quincy
Cosby	Keytesville	Paris	Whitesville
Dadeville	Kidder	Perry	Winona
Dalton	Kingston	Plattsburg	
Easton	LaBelle	Potosi	
Edgar Springs			

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 Local Line America, Inc.
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 Akron, OHIO 44310

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3.1 Service Area (Cont'd):

REC'D APR 24 2002

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3.1.5 Verizon Exchanges (Cont'd):

Service Commission

Alton	Cuba	Koshkonong	St. Peters
Ashland	Dardenne/Lake St.	Leasburg	Safe
Augusta	Louis	Louisburg	Seymour
Ava	Defiance	Mano	Schell Knob
Belle	Dora	Mansfield	Sparta
Bernie	Elkland	Marshfield	Sturgeon
Bland	Exeter	Marthasville	Summersville
Blue Eye	Foley	Morrison	Thayer
Bourbon	Fordland	Moscow Mills	Theodosia
Bradleyville	Forstell	Mount Sterling	Thomasville
Branson	Forsyth	Mtn. View	Troy
Branson West	Gainesville	New Melle	Truxton
Buffalo	Galena	Niangua	Urbana
Cabool	Hallsville	O'Fallon	Vichy
Cape Fair	Hawk Point	Old Monroe	Warrenton
Cassville	Hermann	Ozark	Washburn
Caulfield	Hermitage	Pittsburg	Wasola
Cedar Creek	High Hill	Prairie Home	Wentzville
Centralia	Highlandville	Preston	West Plains
Chamois	Holstein	Protem	Wheatland
Clark	Hurley	Reeds Spring	Willow Springs
Columbia	Jamestown	Rocheport	Winfield
Conway	Jenkins	Rockaway Beach	Wooldridge
Crane	Jonesburg	St. James	Wright City
Cross Timbers	Kimberling City		

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SECTION 4 -- SERVICE DESCRIPTIONS AND RATES

REC'D APR 24 2002

4.1 Description of Services

Service Commission

The Company's Basic Local Exchange Service enables Customer to:

- Place or receive calls to any calling Station in the local calling area, as defined herein;
- Access basic 911 Emergency Service if available in Customer's area;
- Where available, place or receive calls to toll free 8XX telephone numbers.

The Company's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976).

4.1.1 Basic Local Exchange Service

Basic Local Exchange Service is a service which is available for access by subscribers on a full time basis. Basic Local Exchange Service provides Customer with a single, voice-grade communications channel and access to unlimited local calls, "911" and/or "E 911" calls, if available in the Customer's area, and toll free (e.g. "800" or "888") calls.

Basic Local Exchange Service does not include any long distance service or other toll services. The following types of calls and services will be blocked by the Company through the ILEC's switch: interLATA, intraLATA, interstate, and international (e.g. "1+" or "0+"); collect calls; operator-assisted calls; directory assistance, third number billed calls; or any service that may be billed to Customer's telephone number (e.g. "900" and "976" calls).

4.1.2 Service Area

Where facilities are available, the Company's service area incorporates the geographic regions and exchanges currently served by incumbent local exchange carriers Sprint, Verizon, Spectra, SWBT and ALLTEL.

4.1.3 Local Calling Area

Local calling areas will be identical to the local calling areas of the incumbent local exchange carriers from which the Company purchases services, as those local calls areas are defined in the tariffs of the incumbent local exchange carrier that have been filed with the Commission.

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SECTION 4 -- SERVICE DESCRIPTIONS AND RATES

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Where facilities are available, the Company's service area incorporates the geographic regions and exchanges currently served by incumbent local exchange carriers Sprint and GTE.

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Local calling areas will be identical to the local calling areas of the incumbent local exchange carriers from which the Company purchases services, as those local calls areas are defined in the tariffs of the incumbent local exchange carrier that have been filed with the Commission.

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4.1 Description of Services (Cont'd)

Service Commission

4.1.4 Vertical Services

4.1.4.1. Anonymous Call Rejection

Anonymous Call Rejection allows customers to automatically reject all calls that have been marked anonymous (activated CPN blocking) by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

4.1.4.2 Call Forwarding

This service provides the customer with the ability to automatically forward all of his/her incoming calls to another station. The Call Forwarding customer is responsible for any applicable local or toll usage charges.

4.1.4.3 Call Forward – Busy

This service allows calls terminating to a customer's busy phone number to be forwarded to a different telephone number.

4.1.4.4. Call Forward – No Answer

This service allows calls terminating to a customer's idle phone number to be forwarded to a different telephone number.

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4.1.4 Vertical Services (Continued)

4.1.4.5. Call Return

Service Commission

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered. The customer can dial a code and the number from which the last incoming call that was placed is announced. The call is not announced and cannot be returned if the call was marked private through the activation of per call or per line number privacy. If the customer wishes to return the call, another number is then dialed to request that the network place the call. If the called line is not busy, the call is placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during this queuing process, the called line becomes idle, the customer is notified through a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. Call Return will be deactivated automatically at the end of the thirty-minute period, or when the customer dials a deactivation code. Call Return does not interfere with the normal operation of incoming and outgoing calls during the queuing process. Call Return is considered activated when the customer dials the first code.

The Call Return customer is responsible for any applicable local or toll usage charges.

This service cannot be activated for all telephone numbers. Telephone numbers with 700, 800 or 900 prefixes cannot be activated.

4.1.4.6. Call Transfer

This service permits a user to transfer a call to another phone number after the call has been initially picked up.

4.1.4.7. Call Waiting

This service permits a customer, already talking to another customer, to be informed that another call is waiting to reach him/her. By flashing the switchhook, the customer can transfer to the new call while holding the original connection. Subsequent flashes of the switchhook will transfer the customer back and forth between the two connections. Only one call can wait at a time; any other calls will receive a busy tone.

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4.1.4 Vertical Services (Continued)

Service Commission

4.1.4.9. Caller ID – Deluxe

This service enables the terminating customer to view on a display unit the Directory Name and/or Number (CPN) of the calling party. When Caller ID – Deluxe is activated on a customer's line, the Directory Name and Number of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Callers placing calls to customers subscribing to Caller ID – Deluxe have the ability to prevent their telephone numbers from being disclosed to the called party on a per call basis by utilizing per call number or per line blocking. Instructions are also provided in the local telephone directories.

Per Line Blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to LLA, Inc.: a. private, nonprofit, tax exempt, domestic violence intervention agencies and b. federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per Line Blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line Blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, calling Line Identification customers will receive an anonymous indicator.

This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

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4.1.4 Vertical Services

Service Commission

4.1.4.9. Caller ID – Deluxe (Continued)

Any customer subscribing to Caller ID – Deluxe will be responsible for the provision of a display device which will be located on the customer’s premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Local Line America, Inc. assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID – Deluxe is intended solely for the use of the Caller ID – Deluxe subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID – Deluxe is not available on operator handled calls.

The Calling Name/Number will not be displayed if the caller is served by a PBX.
The Calling Name/Number will not be displayed if the called party is off-hook.
The Calling Name/Number cannot be identified for calls made on a multi-party line.
The Calling Name/Number will not be displayed if the called party answers during the first ring interval.

The Calling Name/Number will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

If the incoming call originates from a multi-line group, the Directory Name/Number transmitted will always be the main number’s Directory Name.

Calls originating from a public, semi-public or customer-owned pay telephone will not have a calling name transmitted.

4.1.4.10. Caller ID on Call Waiting

This service allows for Caller ID on Call Waiting capable phones and devices to display the calling name and number of an incoming “call waiting” call.

4.1.4.11. Preferred Call Forwarding

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six (6) numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

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4.1.4 Vertical Services (Continued)

4.1.4.12.Repeat Dialing

Service Commission

This service, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process, the called line becomes idle, the customer is notified through a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. Repeat Dialing will be deactivated automatically at the end of the thirty-minute period, or when the customer dials a deactivation code. Repeat Dialing does not interfere with the normal operation of incoming and outgoing calls during the queuing process. The Repeat Dialing customer is responsible for any applicable local or toll usage charges.

4.1.4.13.Speed Calling 30

This service provides the customer with a list where he/she may enter up to thirty (30) frequently called numbers.

4.1.4.14.Three Way Calling

This service permits a customer to add a third party to an existing connection. The customer initiating the conference is in control of the connection and cannot hang up without terminating it. If desired, he/she may disconnect the third party from the conference or have private consultation with him/her before establishing the conference.

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4.1.5 Miscellaneous Charges

Service Commission

4.1.5.A. Restoral of Service Fee

Charge for restoring service that has been suspended by the Company. The phone number of a Customer whose service has been suspended will be reserved for five days.

4.1.5.B. Service Reconnection Fee

Charge for reconnecting service that has been disconnected by the Company.

4.1.5.C. Transfer Fee

Charge for initiation of service subsequent to a customer location move.

4.1.5.D Call Trace

Allows Customers receiving annoying or anonymous calls to request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (*57) to automatically request the following information be recorded: the originating telephone number, the date and time of the call; the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll-free number, which will assist the customer (in exchanges where Sprint service is being resold) or activate a Voice Response Script which will assist the Customer in establishing an open file (in exchanges where SWBT service is being resold). Should the Customer decide to prosecute the call originating party, the Customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's telephone line or customer may need to contact local law enforcement personnel to provide assistance.

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4.1.6 Directory Services

Service Commission

4.1.6.A Directory Listings

The Company shall provide for a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number, termed the primary listing, in the telephone directory published by the dominant exchange service provider in Customer's exchange area at no extra charge. If the customer wishes to have an additional listing in the directory, there will be an extra monthly charge. The Company may, at its discretion, include its Customer's listings in the directories of other local telephone companies, at no extra charge to customer.

4.1.6.A.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of Customer is not impaired thereby. Where more than one line is required to properly list Customer, there will be no additional charge.

4.1.6.A.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

4.1.6.A.3 In order for listings to appear in an upcoming directory, Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

4.1.6.A.4 The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from any directories nor for the result of publication of such errors in a directory, nor will the Company be a party to controversies arising between Customers and others as a result of listings published in any directories.

4.1.6.A.4 In cases of additional listings in the alphabetical section (white page) of any directory for which a charge for additional listings is made, the Company's liability shall be limited to the cancellation of charges and refunding of any charges already paid at the request of the Customer in question.

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4.1.6 Directory Services (Cont'd)

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4.1.6.B Non-Published Number

Allows the Customer to keep its name, street address, and telephone number from being listed in the telephone directory published by the dominant exchange service provider in the Customer's exchange area and from being provided through directory assistance.

4.1.6.C Non-Listed Number

Allows the Customer to keep its name, street address and phone number from being provided through directory assistance but to have that information listed in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

4.1.6.D Additional Listing

At Customer's request, provides one or more additional listings beyond the Primary Listing in the alphabetical section (white page) of the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

4.2 Basic Local Exchange Service Rates and Charges

4.2.1 Non-Recurring Service Ordering Charge

This fee will apply when Customer initiates service. This fee is refundable for ten (10) business days following the date on which the Customer Information Bulletin is postmarked. This fee must be paid in addition to the first month's Recurring Charges listed in Section 4.2.2 below in order to initiate service.

Service Ordering Charge \$40.00

4.2.2 Recurring Charges

Basic Local Residential Service \$49.95

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4.2 Basic Local Exchange Service Rates and Charges (Cont'd)

4.2.3 Vertical Services Rates and Charges

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	<u>Monthly Fee</u>	<u>One Time Activation Fee</u>
Anonymous Call Rejection		
Call Forwarding	\$ 5.00	\$15.00*
Call Forward – Busy	\$ 5.00	\$15.00*
Call Forward – No Answer	\$ 5.00	\$15.00*
Call Return	\$ 5.00	\$15.00*
Call Transfer	\$ 5.00	\$15.00*
Call Waiting	\$ 5.00	\$15.00*
Caller ID – Deluxe	\$ 10.00	\$15.00*
Caller ID on Call Waiting	N/A	N/A
Preferred Call Forwarding	N/A	N/A
Repeat Dialing	\$ 5.00	\$15.00*
Speed Calling 30	\$ 5.00	\$15.00*
Three-Way Calling	\$ 5.00	\$15.00*

*Per request charge to add an optional feature or features subsequent to initiation of basic service.

4.2.4 Miscellaneous Charges

4.2.4.A The Basic Local Exchange Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

4.2.4.B Restoral of Service Fee

\$20.00

4.2.4.C Service Reconnection Fee

\$40.00

4.2.4.D Transfer Fee

\$60.00

For customers that have subscribed to the Company's services for six (6) months or more, the Transfer Fee is reduced to \$30.00.

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4.2 Basic Local Exchange Service Rates and Charges

4.2.4 Vertical Services Rates and Charges (Continued)

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4.2.4.E Call Trace

Call Trace \$9.00 per successful activation**

**No monthly fee or one time activation fee.

4.3 Directory Listing Rates

	<u>Monthly Fee</u>	<u>One-Time Activation Fee</u>
Primary Listing	N/C	N/C
Non-Published Number	\$ 2.50	\$20.00
Non-Listed Number	\$ 2.50	\$20.00
Additional Listing	\$ 2.50	\$20.00

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4.4 Emergency Services (Enhanced 911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 (E-911) has the ability to selectively route an emergency call to the primary E-911 provider so that it reaches the correct emergency service located closest to the caller. In addition, Customer's address and telephone information will be provided to the primary E-911 provider for display at the Public Service Answering Point (PSAP).

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- 4.4.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 Service Provider) with accurate information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to this Tariff. The Company recognizes the authority of the E-911 service provider to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.4.2 The Company will collect 911 and E-911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to §190.310 RSMo.
- 4.4.3 The Company undertakes no responsibility to inspect or to monitor 911 and E-911 Service facilities to discover errors, defects or malfunction in the emergency services.
- 4.4.4 By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

4.5 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Promotional offerings are subject prior notification to and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion, specifying the terms of the promotion, the location and dates of the promotion.

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4.6 Customer Information Bulletin

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Upon receipt of the Service Order, the Company or its agents will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR
REVIEW BEFORE SERVICE CONNECTION**

Rights and Responsibilities of Missouri Residential Telephone Customers

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

Your Telephone Bill

You will receive a telephone bill from us each month. Local Line America, Inc. provides basic local exchange prepaid services. The Company does not require a deposit for service. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within 21 days of the invoice date. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to Local Line America, Inc. or made at one of our Agent locations. Payment for service may be made by Money Order or cash at an authorized Agent location. Payments for service mailed to Local Line America, Inc. must be in the form of a Money Order or Certified Check. Credit card payments are accepted by Local Line America, Inc. by telephone only. If you are temporarily having difficulty paying your telephone bill, please call Local Line America, Inc. at the Company's toll-free number 800-255-9943 between 8:00 AM and 7:00 PM Eastern Standard Time, Monday through Friday, and 8:00 AM and 1:00 PM Eastern Standard Time, Saturday. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent or delivered to you at least ten days prior to the date of the proposed discontinuance.

Disconnection or Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If you do not resolve the reason for disconnection or suspension, your service may first be suspended. If service is suspended, your telephone number is reserved for five days, and can be reconnected within that time for a Restoration Charge of \$20.00 as described in the "Reconnection of Service" section of this Information Bulletin. If the reason for suspension has not been resolved within the 5-day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be required to pay a \$40.00 Service Reconnection Charge under the "Reconnection Of Service" section of this Information Bulletin.

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Your service may be disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until ten days after a charge has become delinquent. Additionally, Local Line America, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Failure to pay a required deposit or guarantee.
3. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
4. Failure to substantially comply with terms of a settlement agreement.
5. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
6. Material misrepresentation of the identity in obtaining telephone utility service.
7. As approved by federal or state law.

Residential Medical Emergency

Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency, shall, if requested, provide Company with reasonable evidence of such necessity.

Reconnection of Service

After local telephone service has been disconnected or suspended, Local Line America, Inc. will reconnect your service when the reason for disconnection or suspension has been remedied. Before reconnecting or restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by Local Line America, Inc. or its authorized Agent in the event service has been disconnected or suspended.
2. If your service has been disconnected, the Service Reconnection Fee of \$20.00 must be paid.
3. If your service has been suspended, the Restoral of Service fee of \$14.00 must be paid.

Procedures for Handling Inquiries and Complaints

Telephone inquiries may be made directly calling Local Line America, Inc. at the Company's toll-free number 800-255-9943 between 8:00 AM and 7:00 PM Eastern Standard Time, Monday through Friday, and 8:00 AM and 1:00 PM Eastern Standard Time, Saturday. Written inquiries may also be directed to:

Local Line America, Inc.
P.O. Box 4551
Akron, OHIO 44310

Filing a Complaint with the Missouri Public Service Commission

If Local Line America, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor Office Building, 200 Madison Street, PO Box 360, Jefferson City, MO 65102-0360, toll-free at 1-800-392-4211 to file an informal complaint.

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If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

Rates for Service

The following are the rates for the services available from Local Line America, Inc.. These rates are published in Section 4 of the Company's approved tariffs which are available for your review upon request:

Basic Local Exchange Service Rates and Charges

Non-Recurring Service Ordering Charge

This fee will apply when Customer initiates service. This fee is refundable for ten (10) business days following the date on which the Customer Information Bulletin is postmarked. This fee must be paid in addition to the first month's Recurring Charges listed in Section 4.2.2 below in order to initiate service.

Service Ordering Charge \$40.00

Recurring Charges

Basic Local Residential Service \$49.95

Vertical Services Rates and Charges

	<u>Monthly Fee</u>	<u>One Time Activation Fee</u>
Anonymous Call Rejection		
Call Forwarding	\$ 5.00	\$15.00*
Call Forward - Busy	\$ 5.00	\$15.00*
Call Forward - No Answer	\$ 5.00	\$15.00*
Call Return	\$ 5.00	\$15.00*
Call Transfer	\$ 5.00	\$15.00*
Call Waiting	\$ 5.00	\$15.00*
Caller ID - Deluxe	\$ 10.00	\$15.00*
Caller ID on Call Waiting	N/A	N/A
Preferred Call Forwarding	N/A	N/A
Repeat Dialing	\$ 5.00	\$15.00*
Speed Calling 30	\$ 5.00	\$15.00*
Three-Way Calling	\$ 5.00	\$15.00*

*Per request charge to add an optional feature or features subsequent to initiation of basic service.

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Miscellaneous Charges

The Basic Local Exchange Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

Restoral of Service Fee
\$20.00

Service Reconnection Fee
\$40.00

Transfer Fee
\$60.00

For customers that have subscribed to the Company's services for six (6) months or more, the Transfer Fee is reduced to \$30.00.

Call Trace

Call Trace \$9.00 per successful activation**
**No monthly fee or one time activation fee.

Directory Listing Rates

	<u>Monthly Fee</u>	<u>One-Time Activation Fee</u>
Primary Listing	N/C	N/C
Non-Published Number	\$ 2.50	\$20.00
Non-Listed Number	\$ 2.50	\$20.00
Additional Listing	\$ 2.50	\$20.00

CALL TRACE

Allows Customers receiving annoying or anonymous calls to request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (*57) to automatically request the following information be recorded: the originating telephone number; the date and time of the call; the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll-free number, which will assist the customer (in exchanges where Sprint service is being resold) or activate a Voice Response Script which will assist the Customer in establishing an open file (in exchanges where SWBT service is being resold). Should the Customer decide to prosecute the call originating party, the Customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's telephone line or customer may need to contact local law enforcement personnel to provide assistance.

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OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Local Line America, Inc. DOES NOT provide operator services or access to directory assistance. Service Commission

TOLL SERVICES ARE BLOCKED

You are ordering Prepaid Service from Local Line America, Inc.. Prepaid Service is a prepaid, switched, intrastate, telecommunications service which permits Customers to establish communications between two locations within the State of Missouri that are within the exchanges (the Local Calling Area) in which Local Line America, Inc. is authorized to offer and provide service.

Prepaid Service provides you with a single, voice-grade communications channel, including a telephone number and a Directory Listing. Prepaid Service permits you to:

- (i) place calls within the Local Calling Area;
- (ii) access 911 Service if available in your Local Calling Area;
- (iii) place calls to toll-free "800" or "888" telephone numbers.

Prepaid Service does not permit you to originate calls to direct dial (1+) or (0+) toll services; to caller-paid information services (e.g., "900", "976", "711"); or to (0-) access or services. Calls to telephone numbers used for toll services and caller-paid information services will be blocked by the Company.

REFUND OF PROCESSING FEE AND FIRST MONTH'S CHARGES

The Processing Fee and First Month's Prepaid Service Charges you paid at the time you signed-up for service can be refunded to you if you cancel service anytime within 10 business days after signing-up for service.

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