

SECTION 2 - RULES AND REGULATIONS, Continued**2.5. PAYMENT ARRANGEMENTS, Continued****2.5.6. Disputed Bills**

The Customer is responsible for notifying Company, within twenty-one (21) calendar days of the date of mailing of the bill, of any charges in dispute and the specific basis of such dispute by the date on the invoice.

In case of a billing dispute between Customer and Company as to the correct amount of a bill which cannot be adjusted with mutual satisfaction. Customer may enter the following arrangement if confirmed by Company:

- A. Customer requests and Company will comply with the request for an investigation and review of the disputed amount.
- B. The Customer pays the undisputed portion of the bill by the invoice Due Date shown on the bill. Otherwise the Service will be subject to Disconnection if Company has notified Customer by written notice of such delinquency and impending termination.

If there is still disagreement after the investigation and review by a manager of Company, Customer may appeal to the Commission for its investigation and decision.

Company will respond to the Commission requests for information within the timeframe specified by the Commission.

The Commission will review the claim regarding the disputed amount and communicate the results of its review to Customer and Company. Following staff review, the disputed amount becomes due and payable, unless either party files a formal complaint with the Commission.

In order to avoid Disconnection of Service, such amount must be paid within seven (7) calendar days after the date Company notifies Customer that the investigation and review are completed and that such payment must be made or Service will be interrupted. However, the Service will not be disconnected prior to the Due Date shown on the bill.

SECTION 3 – DESCRIPTION OF SERVICE**3.1. APPLICATION OF RATES AND CHARGES**

All Services offered in this Tariff are subject to Service order and change charges where the Customer requests new Services or changes in existing Services, as well as indicated Non-Recurring and Monthly Recurring Charges.

3.1.1. General

- A. The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

1. Nonrecurring Charges for installation of Facilities and Services;
2. Monthly Recurring Charges for availability and use of Facilities and Services; and
3. Usage or Transaction Charges (where applicable).

B. Local Exchange Services

The following local exchange Network Services are available to Customers where provisioning is technically possible; further, Standard Line and Intrastate Long Distance Services are offered on a dedicated or switched access basis.

Residential Services
Optional Calling Features
Directory Listing Services

C. Interexchange Services

The following interexchange Network Services are available to Customers where provisioning is technically feasible;

Switched outbound "1 Plus" Dialing;
Switched inbound Toll-Free; and
Directory Assistance

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SECTION 4 – RATES, Continued**4.8. COMBINED BILLING FEE**

Customers may elect to have the convenience of Company billing both local exchange services and long distance detail billing on a single Customer invoice. Customer may also elect to receive their invoices via electronic delivery to avoid this fee.

Combined Billing Fee \$1.99

4.8. DUPLICATE BILL FEE

Additional and alternate copies of Company bills are available upon Customer request. An additional bill copy is a secondary copy of the Customer's initial bill. An alternate bill is an additional bill sent to a different address other than the Customer's address of record, upon proper authority by the Customer.

Residential Customer, per copy of additional or alternate bill \$5.00

4.10. PROMOTIONS

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or Installation Fees for qualifying Customers and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission prior to the effective date of any promotional offering.

4.11. INDIVIDUAL CASE BASIS AGREEMENTS

Pursuant to Section 392.200.8 RSMO. Customer-specific ICB pricing is authorized only for: (1) dedicated, nonswitched, private line, and special access services, (2) central office based switching systems which substitute for customer premise, private branch exchange (PBX) services and (3) any retail business service. Company will provide copies of its Customer contracts to the Staff, upon request, on a proprietary basis.

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SECTION 4 – RATES, Continued**4.12. CALL DETAIL RECORDS REQUEST**

Customers requesting call detail records will be charged \$150.00 per 24-hour period will apply to search for and create a record of local call detail or other non-billed call detail. All fees associated with the production of records must be paid by the Customer in advance via certified funds.

Liberty-Bell Telecom cannot provide call detail records to law enforcement agencies without a subpoena or other legal process from appropriate law enforcement agencies. Call detail records will be provided to law enforcement agencies at no charge.

4.13. CURRENT PROMOTIONS

Company's bundle promotion is available to new subscribers through April, 30, 2012. The bundle promotion consists of a \$5 per month discount applied to the monthly recurring charges when the Customer combines Phone Service with Digital Subscriber Line Internet access* and/or DISH Network satellite television service* on a single monthly invoice. The Phone Service includes a Primary Directory Listing and up to 10 of the following Features, where technically feasible, for \$25.00 per line, per month:

- Caller ID, Call Waiting
- 3-Way Calling
- Variable Call Forwarding
- Selective Call Forwarding
- Anonymous Call Rejections
- Selective Call Rejection
- Last Call Return
- Caller ID Blocking
- Voicemail*
- Message Waiting Indicator
- No Answer Call Forwarding
- Busy Call Forwarding

Digital Subscriber Line Internet access and DISH Network television service are not provided subject to the terms and conditions of this Tariff.

*Service not subject to Missouri Public Service Commission regulation.

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SECTION 5 - SERVICE AREAS

5.1 Local Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in the exchanges and local calling areas currently served by the Incumbent LEC.

5.2 Exchange Listings

5.2.1 Southwestern Bell Telephone Company d/b/a AT&T Missouri

Adrian	Cardwell	Elsberry	Harvester
Advance	Carl Junction	Essex	Hayti
Agency	Carrollton	Eureka	Herculaneum- Pevely
Altenburg-Frohna	Carthage	Excelsior Springs	Hibgee
Antonia	Caruthersville	Fair Grove	High Ridge
Archie	Cedar Hill	Farley	Hillsboro
Argyle	Center	Farmington	Holcomb
Armstrong	Chaffee	Fayette	Hornersville
Ash Grove	Charleston	Fenton	Imperial
Beaufort	Chesterfield	Ferguson	Independence
Bell City	Chillicothe	Festus-Crystal City	Jackson
Belton	Clarksville	Fisk	Jasper
Benton	Clever	Flat River	Joplin
Billings	Climax Springs	Florissant	Kansas City
Bismarck	Creve Coeur	Frankford	Kennett
Bloomfield	Deering	Fredericktown	Kirksville
Bloomsdale	DeKalb	Freeburg	Kirkwood
Blue Springs	DeSoto	Fulton	Knob Noster
Bonne Terre	Deering	Gideon	La Monte
Boonville	Delta	Gladstone	Ladue
Bowling Green	Dexter	Glasgow	Lake Ozark
Bridgeton	Downing	Grain Valley	Lamar
Brookfield	E. Independence	Gravois Mills	Lancaster
Camdenton	East Prairie	Gray Summit	Leadwood
Campbell	Edina	Greenwood	Lee's Summit
Cape Girardeau	Eldon	Hannibal	Liberty

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SECTION 5 - SERVICE AREAS, Continued**5.2 Exchange Listings, Continued****5.2.1 Southwestern Bell Telephone Company d/b/a AT&T Missouri, Continued**

Lilbourn	Nevada	Qulin	Southville
Linn	New Franklin	Raytown	South Kansas City
Lockwood	New Madrid	Republic	Spanish Lake
Louisiana	Nixa	Richmond	Springfield
Macks Creek	Oak Ridge	Richwoods	Stafford
Malden	Oakville	Risco	Stanberry
Manchester	Old Appleton	Riverview	Tiffany Springs
Marble Hill	Oran	Rogersville	Trenton
Marceline	Osage Beach	Rushville	Tuscumbia
Marionville	Overland	Ste. Genevieve	Union
Marshall	Pacific	St. Charles	Valley Park
Marston	Parkville	St. Clair	Versailles
Maxville	Patton	St. Joseph	Walnut Grove
Mehlville	Paynesville	St. Louis	Wardell
Meta	Perryville	St. Mary's	Ware
Mexico	Pierce City	San Antonio	Washington
Moberly	Pocahontas-New Wells	Sappington	Webb City
Monett	Pond	Scott City	Webster Groves
Montgomery City	Poplar Bluff	Sedalia	Wellsville
Morehouse	Portage Des Sioux	Senath	Westphalia
Nashua	Portageville	Sikeston	Willard
Neosho	Puxico	Slater	Wyatt

5.2.2 Embarras Missouri, Inc. d/b/a CenturyLink

Appleton City	Blackburn	Blairstown	Brazito
Buckner	Butler	Calhoun	California
Camden Point	Centertown	Centerview	Chilhowee
Clarksburg	Clinton	Coal	Cole Camp
Craig	Dearborn	Deepwater	Edgerton
Eugene	Fairfax	Ferrelview	Fort Leonard Wood
Green Ridge	Hardin	Harrisonville	Henrietta
Holden	Holt	Hopkins	Houstonia
Ionia	Jefferson City	Kearney	King City
Kingsville	Lake Lotawana	Lebanon	Leeton
Lexington	Lincoln	Lone Jack	Malta Bend
Maryville	Missouri City	Montrose	Mound City
New Bloomfield	Newburg	Norborne	Oak Grove
Odessa	Orrick	Otterville	Pickering
Platte City	Pleasant Hill	Richland	Rolla

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SECTION 5 - SERVICE AREAS, Continued**5.2 Exchange Listings, Continued****5.2.2 Embarras Missouri, Inc. d/b/a CenturyLink, Continued**

Russellville	Salem	Smithton	St. Robert
St. Thomas	Strasburg	Sweet Springs	Syracuse
Taos	Tarkio	Tipton	Urich
Warrensburg	Warsaw	Waverly	Waynesville
Wellington	Weston	Windsor	

5.2.3 CenturyTel of Missouri, LLC d/b/a CenturyLink

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

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SECTION 5 - SERVICE AREAS, Continued**5.2 Exchange Listings, Continued****5.2.4 Spectra Communications Group, LLC d/b/a CenturyLink**

Amazonia	Annapolis	Arcola	Aurora
Avenue City	Avilla	Belgrade	Belleview
Birch Tree	Bolckow	Boss	Braymer
Bronaugh	Brunswick	Bunker	Caledonia
Cameron	Canton	Centerville	Clarence
Clarksdale	Collins	Concordia	Cosby
Dadeville	Dalton	Easton	Edgar Springs
Eldorado Springs	Elsinore	Elmer	Eminence
Everton	Ewing	Fillmore	Fremont
Golden City	Gorin	Gower	Greenfield
Grove Spring	Hamilton	Hartville	Helena
Houston	Humansville	Hunnewell	Irondale
Ironton	Jerico Springs	Kahoka	Keytesville
Kidder	Kingston	La Belle	La Grange
La Plata	Ladonia	Lawson	Lesterville
Lewiston	Licking	Lowry City	Macon
Manes	Maysville	Milo	Monroe City
Montauk Park	Monticello	Mount Vernon	Mountain Grove
Nebo	Norwood	Oates	Osborn
Osceola	Palmyra	Paris	Perry
Plattsburg	Potosi	Raymondville	Revere
Roby	Rockville	Rosendale	Santa Fe
Sarcozie	Savannah	Schell City	Shelbina
Shelbyville	Sheldon	Stewartsville	Stoutsville
Timber	Trimble	Turney	Van Buren
Vanzant	Walker	Wayland	Weaubleau
West Quincy	Whitesville	Winona	

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